

Bellarine Community Health (BCH) – Strategic Directions 2022 - 2025

Purpose Statement

We deliver high quality services and programs that improve the health and wellbeing of our community.

This means that we always innovate and develop what we do to align with the health and wellbeing needs of people on the Bellarine.

Guiding principles

These principles are at front of mind in all decision making and operational processes. They relate to how we see ourselves and how we will work with all those with whom we come in contact.

- We strive to become a sustainable organisation with a strategic mindset
- We value and support our staff, clients, and volunteers
- We work with our community to design services and programs to meet their needs
- We act at all times in the interests of the organisation and the community
- We are guided by best practice actions – always

Strategic Priorities

- To engage with our community across all ages, groups, and cultures so we are always responsive
- To build awareness of our organisation and our services so we are recognised and are a preferred health provider to our community
- To be a sustainable Health service responsive to our growing community
- To nurture a positive workplace culture

BCH is the largest healthcare provider on the Bellarine Peninsula with sites in six locations:

- Drysdale (2 sites)
- Ocean Grove (2 sites)
- Portarlington
- Point Lonsdale

BCH delivers and promotes health and wellbeing programs. BCH provides a range of services including allied health, community and palliative care nursing; mental health; in home care, health promotion and dental.

Position Information

Position Objective:	The purpose of the Intake Officer is to provide a professional, integrated, streamlined, single point of access to Bellarine Community Health Services.
Reports to:	Intake Team Leader
Direct reports:	Nil
Program:	Intake
Location:	May work across Bellarine Community Health sites
Award:	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-2026
Employment Status:	Ongoing (Part Time, as negotiated) Probation Period: 6 months
Remuneration and benefits:	Access to excellent salary packaging provisions. Employer Superannuation at the statutory rate.

Mandatory Requirements:	<p>Bellarine Community Health expects all applicants to present evidence of the following:</p> <ul style="list-style-type: none"> • 100 point ID verification • Current Working With Children's Check • Current NDIS Worker Screening Check (if in a "risk assessed" role) • Current Police Check • Current Victorian Driver's Licence <p>Immunisation Status:</p> <ul style="list-style-type: none"> • COVID-19 and current Influenza Vaccination is <u>recommended</u>.
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Organisational Requirements	
Diversity	Commit to providing a safe and welcoming health service for everyone. We celebrate the diversity of different ages, gender, ethnicity, physical ability, sexual orientation, religious belief, work experience, and educational background.
Child safety	<p>Make a commitment to the safety and wellbeing of children and young people. This means to protect and support, enhance wellbeing, and reduce any opportunities for abuse, or harm to occur.</p> <p>Every child has the right to live a full and productive life in an environment that builds confidence, friendship, security, and happiness, irrespective of their family circumstances and background.</p> <p>Children have the right to give their views and opinions about decisions that affect them and to be listened to.</p>
Consumer engagement	Seek and facilitate consumer and community participation to ensure the healthcare we deliver is safe, high quality and meets the needs and preferences of our diverse communities.
Person/family Centred Approach to service provision, health promotion action and access to information.	<p>Identify, strengthen capacity, and address any barriers that prevent a consumer maximising their independence and choice in decision making about the way their services are delivered.</p> <p>Actively seek opportunities to engage with clients and where appropriate (their families) that will enable them to be autonomous including:</p> <ul style="list-style-type: none"> • Building on strengths and goals to maximise independence and individual capabilities in decision making. • Provide a voice in the management of their own health and wellbeing; and, • Look for ways to improve the health of diverse communities.
Occupational Health and Safety (OH&S)	<p>Be familiar with and ensure that all appropriate actions are taken to implement OHS policies and procedures and that legislative requirements are met within the service</p> <ul style="list-style-type: none"> • Report any incidents or potential hazards in accordance with Bellarine Community Health policies and procedures including effective reporting via Incident management system. • Demonstrates a commitment to health and safety in line with Bellarine Community Health OHS policies and procedures, training requirements and legislative/regulatory requirements. • Evidence of compliance with OHS policies and procedures. • Participation in team meetings where key OHS issues are discussed and resolved. • Evidence of hazard and incident reporting using incident management system. • Maintains compliance with mandatory OHS training requirements.

Health Promotion	Support and contribute to the activities and projects outlined within the BCH Integrated Health Promotion Plan, as required. Implement a health promoting practice approach to service delivery that addresses the social determinants of health.
Strategy and Planning	Participate in planning processes, including program, team and individual to ensure alignment to the BCH strategic plan.
Continuous Quality Improvement	<ul style="list-style-type: none"> • Adopt and promote a culture of continuous quality improvement within area of practice and the broader organisation. • Contribute to the accreditation process, including identifying, developing, implementing, and evaluating quality improvement activities. • Commit to a culture of trust, openness, learning and accountability to improve service quality and safety. • Participate in data collection and audit processes to ensure compliance with applicable accreditation standards. • Demonstrate respect for individual's values, customs, cultural and spiritual beliefs to ensure patient care is effective and culturally appropriate. • Complete all mandatory training and education.
Risk Management	Comply with BCH Risk Management system and relevant legislation. Actively contribute to creating an organisational culture that promotes risk identification and mitigation.
Equal Opportunity	BCH is an Equal Opportunity Employer and diversity in the workforce is valued and encouraged.

Position Specific Responsibilities

Position Specific

Continuous quality improvement

- Policies and procedures development are continuously updated to support fair, equitable and timely access to services for all clients.
- Systems and processes will be consistently implemented to manage client demand and support a streamlined client journey in line with best practice principles.

Customer Service

- Ensure all referral information is complete according to minimum data set prior to contacting client to arrange appointments.
- Ensure timely client access to appropriate clinical services based on referral information and individual client circumstance.
- Clients declining services are advised that the referrer is notified of the declined offer of service and this is documented in the CMS.
- Ensure clients are provided relevant information about BCH programs and services according to client centred and identified need.
- Use client contact opportunities to promote their use of "Have Your Say" web based survey to provide feedback on client experience & outcomes.
- Provide accurate information about all BCH services & programs to all potential referrers to grow referral base.

Data Collection

- CMS content is factual with upmost care taken at all times to minimise errors that directly impact this work area's reputation & performance.
- Responsible for unique intake management system tasks with the expectation to work cooperatively with clinicians & Client Support Officers to ensure multidisciplinary, client centred care plans, are supported & appointments managed according to client centred goals.

- Responsible for ensuring agreed efficient appointment scheduling practices are maintained and reported on by site to maximise use of available clinician rosters.
- Report Referral data information via CMS online.
- Record Initial Contact time via CMS Online Stats.

Key Performance Indicators

Customer Service

- 100% compliance achieved through referral processing and following up with referral source and client, as required.
- Processing of referrals in a timely manner as per BCH service requirements.
- Ensure phone calls with clients are efficient, effective, and accurate.

Data Collection

- Adhere to BCH's Intake Policy and Procedures when processing referrals including collecting minimum data as per BCH requirements.
- Data input supports the efficient management of referrals from all sources, & ongoing appointment scheduling requirements, to support single point access to appointment scheduling.

Key Selection Criteria and Skills/Attributes

Essential	<ol style="list-style-type: none"> 1. Essential Qualifications and Requirements: <ul style="list-style-type: none"> • Current Driver's Licence for Victoria • National Police Record Check • Current Working With Children's Check • Successfully meets the pre-employment screening requirements 2. High level experience in Intake/Service Coordination role or similar, within a community setting or equivalent consumer service or other health related discipline. 3. Demonstrated advanced computer literacy skills inclusive of Microsoft Office and Client Management Systems that integrate with other information management systems. 4. Experience in referral management including the need to determine the most appropriate funding stream based on established protocols. 5. Demonstrated knowledge and application of continuous quality improvement processes. 6. Excellent influencing skills to ensure that information is effectively communicated within the work area, to the clients, to the clinicians and client support staff and manager to maximise work area performance and community confidence. 7. Understanding and commitment to the strategic principles and values of BCH. 8. Excellent communication skills, both written and verbal. 9. Strong interpersonal skills with an ability to build positive relationships and work in a team environment, as well as autonomously.
Desirable	<ul style="list-style-type: none"> • High level understanding of Primary Health Care Services at BCH. • High level understanding of the allied health professional roles within BCH. • High level understanding funding sources i.e. Commonwealth Home Support Program (CHSP), National Disability Insurance Scheme (NDIS), Home and Community Care (HACC), Program for Young People (PYP), MBS, DVA, Private Health Insurers.

Acceptance Details	
Name of staff member:	
Signature of staff member:	
Date:	
Exec Managers signature:	
Date:	

For more information about Bellarine Community Health visit our website: www.bch.org.au

Bellarine Community Health Ltd is committed to protect children and reduce any opportunities for abuse or harm to occur.

Bellarine Community Health acknowledges the Wadawurrung People as the traditional custodians of the land, waters and skies of the Bellarine Peninsula. We acknowledge and respect Wadawurrung Elders and leaders, past, present and emerging and pay gratitude for their unique ability to care for Country and deep spiritual connection to it. We are proud to be an inclusive workplace and welcome people from all cultures and backgrounds to our service.