Position Description
Program Support Officer – Support at Home

Bellarine Community Health - Strategic Plan 2026-2030

Bellarine Community Health's vision is for a thriving, healthy Bellarine Peninsula where every person has equitable access to holistic, client-centred care. Our purpose is to deliver high-quality, accessible health services that empower our community to live well.

The BCH Strategic Plan 2026-2030 focuses on strengthening what works well, fixing what slows us down, and building capability sustainably. It reflects the feedback of our community, staff, partners and Board, and responds to the challenges of increasing demand, workforce pressure, constrained funding and the need for responsible, sustainable decision-making.

Our work is guided by our **CARE Values** of **Community, Accountability, Respect and Equity**. These values shape how we care for clients and families, how we work with each other, and how we partner with others to improve health and wellbeing across the Bellarine.

BCH's strategic priorities are:

- **Access and Care -** making it easier for people to get timely, appropriate coordinated care.
- **Our People and Culture -** creating a welcoming, inclusive and supportive workplace.
- **How We Work -** simplifying processes, reducing duplication and using data and evidence to improve services.
- **Community and Partnerships -** strengthening BCH's visibility, partnerships and connection with the Bellarine community.
- **Sustainability and Growth -** ensuring BCH remains strong, sustainable and here for the future.

All employees contribute to BCH's strategic direction through their role, conduct and commitment to safe, high-quality, client-centred care. Each position is expected to support continuous improvement, work collaboratively, use resources responsibly and help BCH remain responsive, trusted and sustainable for the community.

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

Position Information	
Position Objective:	The Program Support Officer provides high-level administrative and operational support to the Support at Home Program. The role ensures efficient coordination of services, accurate documentation, compliance with aged care funding requirements, and effective communication between clients, care managers, service providers, and external stakeholders. This position plays a critical role in maintaining service quality, compliance with Department of Health and Aged Care guidelines, and supporting positive client outcomes.
Reports to: **Direct reports:**	Manager – Support at Home Nil
Program:	Support at Home
Location:	Drysdale; May work across Bellarine Community Health sites
Award:	Victorian Stand-Alone Community Health Services (Health& Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-2026

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Employment Status:	Ongoing (Full Time or Part Time FTE 0.8) Probation Period: 6 months
Remuneration and benefits:	Access to excellent salary packaging provisions. Employer Superannuation at the statutory rate.
Mandatory Requirements:	Bellarine Community Health expects all applicants to present evidence of the following: • 100 point ID verification • Current Working With Children's Check • Current NDIS Worker Screening Check • Current Victorian Driver's Licence **Immunisation Status:** COVID-19 and current Influenza Vaccination is recommended.

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	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. 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. Children have the right to give their views and opinions about decisions that affect them and to be listened to.
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.	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. Actively seek opportunities to engage with clients and where appropriate (their families) that will enable them to be autonomous including: • 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)	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 • 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.

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	• 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	• 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

As the first point of contact for our Support at Home team and Support at Home consumers, the Program Support Officer will be responsible for providing administrative, finance and engagement support services for new and existing consumers.

Key Responsibilities

1. Administrative & Operational Support

- Provide administrative support to the Support at Home team.
- Maintain accurate and up-to-date client records in relevant systems (e.g. client management systems).
- Process referrals, intake documentation, service agreements, and consent forms.
- Assist with onboarding of new clients.
- Prepare client correspondence, reports, and program documentation.
- Manage incoming calls and enquiries professionally and efficiently.

2. Service Coordination Support

- Support Care Managers with service scheduling and service commencement.
- Create and update services in the client management system in line with approved care plans.
- Generate service requests and monitor service delivery commencement.
- Liaise with internal staff and external providers to ensure timely service delivery.
- Monitor service variations and escalate issues where required.

3. Compliance & Funding Administration

- Ensure documentation meets Support at Home program requirements.
- Assist with tracking budgets and expenditure in line with approved funding.

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- Support claims processing and reconciliation of services delivered.
- Monitor compliance with Quality Standards and internal policies.
- Assist with preparation for audits and reporting requirements.

4. Client & Stakeholder Communication

- Act as a key contact point for clients and families regarding administrative matters.
- Provide clear information about service agreements, fees, and processes.
- Liaise with external stakeholders including:
    - My Aged Care
    - Allied health providers
    - Community service providers
- Escalate client concerns appropriately to Care Managers or management.

5. Data & Reporting

- Maintain accurate data entry and record management.
- Assist in generating reports on service utilisation, client numbers, and program performance.
- Support continuous quality improvement initiatives.

Key Performance Indicators

- Timely processing of referrals and service documentation
- Accuracy of data entry and funding records
- Compliance with program and quality standards
- Positive feedback from clients and internal stakeholders
- Efficient coordination of service commencement
- All invoices and statements processed within agreed timelines.

Key Selection Criteria and Skills/Attributes	
Essential	1. Essential Qualifications and Requirements: • Current Driver's Licence for Victoria • Current Working with Children's check • Current NDIS Worker Screening Check • Successfully meets the pre-employment screening requirements 2. Excellent communication skills, both written and verbal 3. Strong customer service and time management skills 4. Support at Home relevant administrative training or equivalent work experience 5. Experience in negotiating with suppliers 6. Ability to build rapport and trust with consumers, their significant others and colleagues 7. Strong interpersonal skills with an ability to build positive relationships and work in a team environment 8. Ability to prioritise competing workloads and tasks 9. Competent in the use of information technology e.g., Microsoft Office, Accounting packages and Client Management Systems
Desirable	Nil

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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.

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