

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: CLIENT SERVICES WORKER (FRONT OF HOUSE)

Name:		P.O. Box 1121 Bendigo Central Victoria 3552
Position number:	(allocated by HR)	
Award:	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2011 - 2015	Central Site: Ph: (03) 5448 1600 Fax: (03) 5448 1699
Classification:	Clerical Worker Grade C classification range	Eaglehawk Site: Ph: (03) 5434 4300 Fax: (03) 5434 4355
Site:	The position will be required to work across all three main sites (Central, Eaglehawk and Kangaroo Flat)	Kangaroo Flat: Ph: (03) 5430 0500 Fax: (03) 5430 0544
Hours per fortnight:	As required	Elmore Primary Health: Ph: (03) 5432 6001 Fax: (03) 5432 6101
Tenure:	Casual	
Position description developed:	January 2017	
Responsible to:	Director - Media and Communications	

1. Position Role

The position of Client Services Worker (Front of House) provides an opportunity for an experienced, passionate and well-presented individual to assist the day-to-day operations of Bendigo Community Health Services. The front desk creates the first and the last impressions for consumers. It is an expectation of Client Services, Front of House staff to continually ensure the highest consumer experience for all consumers, in every interaction. This position will, under the direction of the Director - Media and Communications, provide excellent customer service in the form of front desk reception and administrative support services to internal and external stakeholders and BCHS staff.

2. Position Responsibilities

The responsibilities of the position are:

- To continuously provide the highest quality customer service to all consumers and stakeholders.
- To be discreet and professional in all dealings.
- To ensure that the front desk is always attended.
- Assist appointment enquiries with costs, availability, packages and programs and services BCHS have to offer.
- Arrival notification and close off appointments accurately and in a timely manner.
- Greet all consumers, stakeholders and staff that come into contact with Client Services in a courteous professional manner.
- Handle consumer enquiries and provide information on other local services and give direction as required.
- Manage and complete banking and petty cash.
- Answer all telephone calls within three rings in a professional, non-judgemental and friendly manner.

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- Maintain the cleanliness and presentation of the front desk and client services area.
- Undertake administrative activities related to the site, information systems and other duties as directed by the Client Services Supervisor/Senior Client Services Worker or the Director Media and Communications.
- Maintain Team Member uniform and grooming standards.
- Support the Senior Client Services Worker and the Director Media and Communications in ensuring the effective and efficient operation of the team.
- Comply with BCHS Policies and Procedures and participate in the BCHS annual Staff Review and Development process.

3. The Role of the Team

The position is part of the Client Services Front of House team which is located within Office of the CEO. Client Services are responsible for providing a wide range of operational administrative services to BCHS staff and its diverse client group. As the first point of contact the Client Services staff have the opportunity to engage with consumers through the 'How Can We Help You' model. The client services team are key in presenting positive reflection of BCHS to clients, community and other stakeholders through confident communication and action.

4. Position Context

Bendigo Community Health Services

Bendigo Community Health Services (BCHS) is an independent not-for-profit Community Health Centre, governed by a Board of nine Directors. Our primary population catchment is the City of Greater Bendigo with services reaching out to the sub region.

BCHS is recognised for leadership in the areas of governance, partnership, service development and quality, commended as a leading edge organisation performing at a high quality in a number of standards and attaining exceeded standards in recent QICSA accreditation.

We have a strong history of successfully planning, implementing, and evaluating a range of health and wellbeing programs across the life course, including specialist clinical programs. BCHS currently delivers services across five sites in and around Bendigo and employ over 200 staff.

Our health equity focus builds on foundation work completed in the past year of 2015 - 2016, including:

- A review of services to align with Roadmap To Reform directions and Royal Commission into Family Violence recommendations.
- Trauma informed practice methods embraced by our family services team.
- Projects such as the National Centre for Health Justice Partnership which sees a lawyer co located, on site to assist staff and consumers.
- A new partnership with the Joseph Rowntree Foundation providing resources and training to our staff to establish a Community Connections Project that has revolutionised how BCHS engages the community to co-design services and infrastructure.
- Understanding Poverty Framework and Bridges Out of Poverty training provided across the organisation.
- New business management processes to assist teams to develop work-plans, KPIs, and remove communication bottle necks to provide quality and value for our consumers.

BCHS is committed to using high level evidence-based programs and validated evaluation tools to measure changes in health and wellbeing outcomes. Through regular literature scoping, BCHS is

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able to develop evidence building blocks which focus on:

- Universal and comprehensive interventions
- Across the life course interventions
- Focus on prevention, early intervention and social connection
- Community and consumer engagement and input
- Extensive workforce core competencies and capabilities, including understanding of impacts of social determinants and family violence
- Well integrated, multidisciplinary, consumer centred care
- Viable, sustainable and efficient business model

Strategic Directions

1. Programs for Equity

- Commitment to achieving equitable health and wellbeing.

2. Consumer and Community Centred Organisation

- Understand and respond to community needs and consumers lived experience.

3. Quality, Safety and Consumer Experiences

- Deliver the best consumer experience that is of consistent quality, safe and evidence-based.

4. Sustainability

- Sustainable for purpose organisation.

5. Key Selection Criteria

5.1 Essential Core Competencies

1. Experience in frontline reception services, preferably in a medical reception or other health organisation environment.
2. Demonstrated ability to provide high level administrative support in a high profile organisation.
3. Excellent verbal and written communication skills and interpersonal skills.
4. Ability to interact with a diverse range of consumers in a private and confidential manner. Excellent organisation awareness including capacity to deal sensitively and professionally with confidential and sensitive issues.
5. Demonstrated ability to build and maintain positive and productive working relationships with key internal and external stakeholders.
6. Ability to work as a member of a multi-disciplinary team.
7. Excellent organisational and time management skills and the ability to work under pressure and meet defined deadlines.
8. Experience in using a range of software packages including client management systems (Best Practice experience well regarded) and desktop software such as Microsoft Office.
9. Experience with cash handling, income receipting and electronic funds transfers.

5.2 Desirable

1. Experience working in a similar environment.
2. An understanding of primary health service provision.
3. Experience with Best Practice medical software, TRAK and or HIC On-line.
4. Current driver's licence.
5. Current Working with Children Check.

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6. Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

7. Staff Review & Development (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.

7.1 Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.

7.2 Communication and Team Work:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with clients

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

7.3 Administration and Documentation:

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

7.4 Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

7.5 Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position

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- Demonstrate improvements in information management and technology functions and business processes that support quality service delivery and financial outcomes
- Show evidence of positive and productive team and individual management
- Demonstrate the ability to develop quality partnerships with key internal and external clients and stakeholder

7.6 Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities; and provides a supportive work environment.

7.7 Child Safety

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **ALL** children reach their individual potential.

8. Other Essential Requirements

Staff will:

- Complete a satisfactory police check before employment is confirmed, the police check will be initiated by BCHS at the expense of the staff member.
- Sign the pre-existing Injury/Disease Declaration.
- Present a copy of your original professional qualifications document or registration (if required).
- Present a Working with Children Check.
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS Privacy Policy and all other organisational Policies and Procedures.
- Co-operate with and contribute to BCHS Health and Safety procedures, Quality, Safety and Consumer Experience requirements and participate in appropriate safety information and education activities as required.

9. Other Information

- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.
- BCHS has a commitment to environmental sustainability.

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 Approved: Kim Sykes
 Chief Executive Officer

Date:/...../.....

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 Agreed:

BENDIGO COMMUNITY HEALTH SERVICES

Client Services Worker (Front of House)

Date:/...../.....