

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: REPORTING AND RECORDS MANAGEMENT WORKER

Name:		PO 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	Central Site: Ph: (03) 5448 1600 Fax: 5441 4200
Classification:	Clerical Worker Grade C classification range	Eaglehawk Site: Ph: (03) 5434 4300
Site:	Central Site however the position may work from any Bendigo based BCHS site as negotiated	Kangaroo Flat: Ph: (03) 5430 0500
Hours per fortnight:	32.0 hours per fortnight	Elmore Primary Health: Ph: (03) 5432 6001 Fax: (03) 5432 6101
Tenure:	Ongoing	
Position description developed:	October 2018	
Responsible to:	Team Manager - Information Management and Technology	

1. Position Role

The position of Reporting and Records Management Worker provides an opportunity for a diligent and organised individual to assist with the daily operations of Bendigo Community Health Services (BCHS). Under the direction of the Team Manager - Information Management and Technology this team supports the administrative operations of the organisation.

2. Position Responsibilities

The responsibilities of the position are:

- Undertake administrative activities including scanning, faxing and brochure printing for all BCHS sites.
- Sort and distribute internal and external mail, facsimiles, reports and electronic referral correspondence.
- Support the organisation in ensuring effective and efficient referrals, both internally and interagency.
- Complete data entry, archiving and record keeping for all sites in accordance with BCHS Policies and Procedures.
- Support the operation and implementation of key consumer/patient and business-related systems such as Best Practice, TRAK, SharePoint and other corporate documentation systems.

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- Monitor bushfire notifications and alert BCHS of code red days in accordance with BCHS Policies and Procedures.
- Ensure documentation is managed with the utmost attention to detail and urgency.
- Maintain and order stationery for all BCHS sites.
- Respond to enquiries from clinical and practice staff in a timely manner.
- Other duties as required.

3. The Role of the Team

The position is part of the Information Management and Technology team. The Reporting and Records Management Worker is responsible for providing a wide range of operational administrative services to BCHS staff and its diverse consumer group. The Reporting and Records Management Worker is the backbone of the organisation ensuring day-to-day operations run smoothly and that consumer information is managed with regard to privacy, confidentiality and data security. This area operates in a way that facilitates BCHS staff to, provide the right care, to the right person, in the right place, at the right time.

4. Position Context

Bendigo Community Health Services

Bendigo Community Health Services 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 employs over 200 staff.

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 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.

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4. Sustainability

- Sustainable for purpose organisation.

5. Key Selection Criteria

5.1 Essential

1. Experience in completing administrative tasks following a routine method.
2. The ability to work autonomously and as a member of a team to achieve desired outcomes.
3. The capacity to administer the information of a diverse range of consumers in a private and confidential manner.
4. Demonstrated ability to build and maintain positive and productive working relationships with key internal and external stakeholders.
5. Strong word processing and database skills with the ability to broaden computing experience with other packages including the ability to review and verify data.
6. Excellent organisational and time management skills and the ability to work under pressure and meet defined deadlines.
7. A current Working with Children's Check.

5.2 Desirable

1. Experience working in a record keeping/records management environment.
2. An understanding of primary health care service provision.
3. Experience with Best Practice medical software, TRAK and online referral systems.
4. Current Driver's Licence.

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 and 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 consumers

- 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.

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- 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

- 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 consumers 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).
- 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.

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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: Reporting and Records Management Worker

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