

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: CLIENT SERVICES SUPERVISOR

Name:	
Position number:	
Award/Agreement:	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018 – 2022
Classification:	Clerical Worker Grade A
Site:	Kangaroo Flat - however the position may work from any Bendigo based BCHS site as negotiated
Hours per fortnight:	76.0 hours per fortnight
Tenure:	Ongoing
Position description developed:	October 2019
Responsible to:	Community Engagement and Communications Executive

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Bendigo Central
Victoria 3552

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Elmore Primary Health:
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We want (Vision)

Better Health and wellbeing across generations.

We exist (Mission)

To work hand in hand with our community to achieve healthier lives.

We strive for (Values)

- **Integrity**
We are authentic and accountable and we honour our obligations.
- **Respect**
We build respectful relationships through trust, empathy and collaboration.
- **Inclusion**
We recognise and promote accessible, safe and holistic supports and services as a basic human right.
- **Innovation**
Through continuous learning, we ensure an agile, responsive and sustainable service.
- **Togetherness**
We create a sense of connectedness, pride and support through enjoying our work and being passionate about making a difference.

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Our pillars	Consumer and Community	Influence	Visible	Sustainable
The change we want to see	People in our community, especially those most in need, have improved health and wellbeing	We use evidence, data and the voice of our community to shape our supports and services	Our service is identified as a quality provider and our people are recognised as leaders	Our sustainability is based on a healthy culture, improved systems, outcomes and growth

Position Role

The role of the position is:

- Deliver a quality consumer reception experience to ensure BCHS is seen as a welcome, friendly and accessible service.
- Support BCHS staff to deliver services by providing administration assistance where required.
- Supervise client services staff at the site and other sites when required.
- Accept responsibility for the operational performance of the client services team at the site in collaboration with other Client Services Supervisors.
- Support the Community Engagement and Communications Executive or delegate in team-based functions.
- Always demonstrate the values and vision of BCHS.

Position Responsibilities

The responsibilities of the position are:

1. To continuously provide the highest quality customer services to all consumers and stakeholders.
2. To be discrete and professional in all dealings.
3. Manage and complete banking and petty cash.
4. Engage consumers at reception or making contact electronically to help them access BCHS and external services.
5. Supervise the client services team at the relevant site on a daily basis by allocating duties as required and liaising with other BCHS staff to provide appropriate consumer services.
6. Support the operation and implementation of key consumer information systems ie Best Practice, TRAK, finance and other business-related systems.
7. Liaise with the Community Engagement and Communications Executive, or delegate, on a regular basis to ensure high quality administrative services are maintained by following processes and strategies.
8. Ensure client services staff are working within the daily routine of the site, prioritising tasks and responding to other tasks as guided by the Community Engagement and Communications Executive or delegate.
9. Accept responsibility for the day to day operations of the client services team by initiating and supporting activities designed to improve the consumer focus.
10. Ensure all incoming calls and consumers presenting at reception are acknowledged in the first instance and then attended to in a prompt and professional manner as soon as possible thereafter.
11. Show excellent interpersonal skills with the ability to work with people from a broad range of backgrounds and experiences.

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12. Take a pro-active approach to ensuring the reception area and waiting areas are clean and safe for all consumers and staff.
13. Show innovation to enhance the consumer experience.
14. Maintain team member uniform and grooming standards.
15. Perform other duties as required.

The Role of the Team

Client Services is located within the Community Engagement and Communications team. Client services are responsible for providing a wide range of operational administrative services to BCHS staff and its diverse consumer group. As the first point of contact the client services staff have the opportunity to engage with consumers. The client services team are key in presenting a positive reflection of Bendigo Community Health Services to consumers, community and other stakeholders through confident communication and action.

Key Selection Criteria

Essential

1. Experience in frontline reception services, preferably in a medical reception or other health organisation environment.
2. Ability to provide high level administrative support including attention to detail and time management in a high-profile organisation
3. Excellent verbal and written communication skills.
4. Demonstrated ability to interact with a diverse range of consumers in a private and confidential manner.
5. Demonstrate an understanding of the role of Supervisor and the capacity to supervise staff.
6. Proven ability to show initiative and exercise sound judgement.
7. Experience in cash handling, income receipting and electronic funds transfer.
8. Broad experience in using a range of software packages including consumer appointments, billing systems, large information databases and desktop software.
9. Demonstrated ability to work as a member of a multidisciplinary team.
10. Ability to demonstrate and display the values of Bendigo Community Health Services.
11. A current employee Working with Children Check.

Desirable

1. An understanding of community health, primary health or similar not for profit services.
2. Experience in the youth and/or mental health sector.
3. Current Driver's Licence.

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.

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.

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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.

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.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

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.

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.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Demonstrate high level skills in implementing relevant consumer information management and business systems.
- Well-developed communication skills and the ability to supervise team members.
- The ability to adapt to change and problem solve situations.
- Exceptional customer service skills and the ability to relate to consumers from a diverse background.
- Promote the image, reputation of BCHS through positive interactions and communication with consumers and the community.

Diversity and Culture:

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

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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.

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.
- Complete the Disability Worker Exclusion Scheme Employment Screening Check **BEFORE** employment is confirmed.
- 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' policies and procedures.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

BCHS believes that *"Quality is everyone's business, safety is my responsibility"*

Co-operate with and contribute to BCHS Health and Safety procedures and participate in appropriate safety information and education activities as required.

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: Rod Case
Community Engagement and Communications Executive

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Agreed: Client Services Supervisor