

POSITION DESCRIPTION

POSITION TITLE:	Health Communications, Administration and Workforce Development Coordinator
CLASSIFICATION:	SACS Award - Level 5 Pay Point 2
CONTRACT:	Fixed term to 31st March 2022
HOURS:	45.6 hours per fortnight - 0.6 EFT
PREPARED BY:	Eileen Brownless, Executive Officer, Bendigo Loddon PCP
DATE:	May 2021
REPORTS TO:	Eileen Brownless, Executive Officer, Bendigo Loddon PCP

BACKGROUND

Primary Care Partnerships are funded by the State Government to support the strengthening of partnerships between Local Government, Health and Community service organisations within allocated Local Government areas. The Bendigo Loddon Primary Care Partnership (BLPCP) is a consortium of service providers situated in the City of Greater Bendigo and Loddon Shire local government areas focusing on health outcomes for their communities. The population of this area is approximately 130,000 people.

The Bendigo Loddon Primary Care Partnership includes major health, primary care and community service providers, local government authorities, in the catchment. The Bendigo Loddon Primary Care Partnership is one of five PCPs in the Victorian Department of Health Loddon Mallee Region and one of the nine PCPs geographically covered by the Murray Primary Health Network funded by the Commonwealth from July 2015.

The Primary Care Partnership Program is currently under review and will transition to a new Governance structure in the first half of 2022. The Government has made clear that it is strongly committed to ensuring the high value functions, key programs and networks of the PCP platform are integrated into the wider Department of Health reforms underway.

ORGANISATIONAL CONTEXT

The purpose of Bendigo Loddon PCP is to plan and partner together to close gaps in service access, share our talents and resources, and create opportunities to better the health and wellbeing of our communities.

Bendigo Loddon PCP is not an incorporated body. Bendigo Community Health Service acts as the host organisation, fund holder and employer of PCP staff in accordance with the partnership agreement.

The Partnership is guided by our values of commitment to community, respect, responsibility, impartiality, stewardship and leadership.

Our Vision is to create a seamless primary care system which is beyond traditional health and achieves an empowered, engaged and resilient community.

Position Description

The Bendigo Loddon Primary Care Partnership is committed to developing a high quality, integrated and accessible primary care service system that is responsive to the broad needs of the Bendigo and Loddon communities. To do this we work with cross-sectoral and systems approaches. Our Partnership is guided by the principles of trust, cooperation, collaboration, inclusion, equity and respect.

The core business and domains of the Bendigo Loddon Primary Care Partnership are Prevention, Client and Community Empowerment, Service Coordination/ Integration and Connectivity, and Partnership Building.

The Bendigo Loddon Primary Care Partnership staff team is supported by Bendigo Community Health Services on behalf of the Bendigo Loddon Primary Care Partnership Board. This support includes Employment and HR services, IT connections and communications, and Finance services. The Bendigo Loddon PCP is located in its own site at 127 King Street, Bendigo and employment for this position will be administered through Bendigo Community Health Services (BCHS) on behalf of Bendigo Loddon PCP

THE ROLE OF THE POSITION

The Health Communications, Administration and Workforce Development Coordinator will work closely with the Executive Officer and the small BLPCP team to support organisational capacity within the Bendigo Loddon PCP office. This will include responsibility for office management and internal systems to support organisational functionality. The Health Communications focus in the role is crucial to ensuring partner organisations continue to receive timely information through a time of change as well as broader health messaging via Website, Newsletters and Social media. The coordination of the Workforce Development activities is another important role to support Partner organisation capacity building. These roles will be supported internally through support by current BLPCP staff proficient in these skills and professional development opportunities.

Activities will include office coordination for the BLPCP staff team, engagement and collaboration with partner organisations and other workers to coordinate and implement community engagement and promotion events, develop resources, provide assistance with system improvements, and the implementation and development of the communications strategy.

The Coordinator will provide high level computer skills, resource design capabilities, office management and administrative skills as well as internal and external communications and partnership management to support the Executive Officer and the PCP staff team in the implementation of the BLPCP Strategic Plan. It is important that the Coordinator operate with an understanding of a community development approach to strengthening partnerships and organisational capacity.

Position Description

KEY FUNCTIONS AND RESPONSIBILITIES

1. Administration (approx. 30%)

- 1.1. Provide a welcoming, responsive, and professional approach to enquiries, requests, and complaints to support relationship and partnership building with colleagues, partner organisations and the community.
- 1.2. Coordinate the activities of the BLPCP Office. Coordinate periodic cleaning and garden maintenance services.
- 1.3. Assist the Executive Officer and other BLPCP staff with the coordination and recording of meetings, functions, and events in a professional, accurate, confidential and timely manner. Support the set up and management of Videoconference (VC) /Zoom meetings and hybrid VC/ Face to face meeting participation.
- 1.4. Work with the Executive Officer ensuring all documentation is presented in a manner to support and enhance the professional image of the organisation. Undertake document design and layout, and word processing including reports and planning documents. Collect and collate information for reports to funding agencies, on agreed deliverables.
- 1.5. Organise and maintain electronic and /or hard copy records, files and directories.
- 1.6. Undertake purchasing of appropriate items in consultation with the Executive Officer, following BCHS policies.

2. Health Communications and Workforce Development Coordination (approx. 70%)

- 2.1. Understand the importance of maintenance of the professional profile and reputation of the Bendigo Loddon PCP and partner organisations in building trust and respectful partnership relationships.
- 2.2. Manage, maintain and build on the BLPCP website (Wix) as a resource base for BLPCP Partner organisations and staff to facilitate the work of improving the health and wellbeing of the BLPCP communities.
- 2.3. Participate in the implementation of the Communications Strategy including collation, production and distribution of:
 - BLPCP Board Bulletin (Mailchimp)
 - BLPCP Partner Newsletter (Mailchimp)
 - Promotion flyers and posters (CANVA)
 - Member surveys (Survey Monkey).
- 2.4. Work with BLPCP staff and partners in the development and design of resources to support the organisational and core business areas.
- 2.5. Using a community development approach undertake community engagement and event management (Eventbrite) in coordinating Workforce Development initiatives for partner organisations supported by BLPCP staff.

Position Description

KEY SELECTION CRITERIA

ESSENTIAL

1. Understanding of Community development principles including the social justice and human rights principles of addressing structural disadvantage and empowerment.
2. Excellent interpersonal skills demonstrating the ability to build and develop positive relationships with both internal and external colleagues and partners. High level of team-work skills.
3. Excellent written and verbal communication skills both to support communications and meetings in a range of settings.
4. Excellent computer literacy skills including use of Microsoft Word, PowerPoint, Publisher, CANVA, Survey Monkey, MailChimp and Excel programs.
5. Excellent Electronic Communications skills including Website management (WIX), Facebook and Electronic newsletter production, Eventbrite management.
6. Ability to work effectively as part of a small team and also to be self-motivated and self-directed.
7. Understanding of and demonstrated ability to implement confidentiality in relation to records to information where required.
8. Capacity to monitor own work performance and meet deadlines as requested showing strong ability to prioritise and well developed organisational skills.
9. Current driver's license.

DESIRABLE

1. Relevant tertiary qualification.
2. Knowledge and understanding of the health and/or community service system in Victoria and within the Loddon Mallee Region.
3. Knowledge about financial issues, funding agreements and responsibilities.

OTHER

1. Operate in accordance with Bendigo Community Health Services Policies and Procedures.
2. Participate in the BLPCP Staff Development & Review procedures.
3. Willingness to undergo a police check and comply with other employment requirements of Bendigo Community Health Services.

Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of three (3) months from date of commencement. During this period your performance will be reviewed and, assuming this is mutually satisfactory, your employment will be confirmed to continue to the end of the fixed term contract.