

## BENDIGO COMMUNITY HEALTH SERVICES

### POSITION TITLE: CLIENT SERVICES WORKER

<b>Award:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022-2026)
<b>Classification:</b>	Management and Administrative Officer Grade 1A
<b>Site:</b>	The position will be required to work across all BCHS sites (Kangaroo Flat, Central & Mitchell Street)
<b>Hours per fortnight:</b>	45.6 hours per fortnight (0.6 FTE)
<b>Tenure:</b>	Ongoing
<b>Position description developed:</b>	April 2023
<b>Responsible to:</b>	Senior Leader – Client Services

#### 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.
- Inclusive**  
 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.

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

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### **The Role of the Team**

Client Services is located within the Community Engagement, Advocacy and Communications team. Client Services are responsible for providing a wide range of operational administrative services to BCHS and its diverse consumer group.

### **Position Role**

The position of Client Services Worker provides an opportunity for an experienced, passionate and well-presented individual to assist in the day-to-day operations of Bendigo Community Health Services. The front reception desk creates the first and the last impressions for consumers. It is an expectation of Client Services staff to continually ensure the highest consumer experience for all consumers, in every interaction. The administrative nature of the role includes a range of duties that support the organisation in ensuring effective client registrations and efficient referrals. This position will, under the direction of the Community Engagement, Advocacy and Communications Executive, provide excellent customer service in the form of front desk reception and administrative support services to internal and external stakeholders and BCHS staff.

### **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 and 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.
- Maintain the cleanliness and presentation of the front desk and consumer services area.
- Undertake administrative activities related to the site, information systems and other duties as directed by the Client Services Supervisor or the Community Engagement, Advocacy and Communications Executive.
- 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.
- 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.

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- Comply with BCHS Policies and Procedures and participate in the BCHS annual Staff Review and Development process.
- Other duties as directed.

### **Key Selection Criteria**

#### **Essential**

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 and interpersonal skills.
4. Ability to interact with a diverse range of consumers in a private and confidential manner.
5. Ability to learn quickly and manage change.
6. Excellent organisation awareness including capacity to deal sensitively and professionally with confidential and sensitive issues.
7. Demonstrated ability to build and maintain positive and productive working relationships.
8. Ability to work as a member of a multi-disciplinary team.
9. Excellent organisational and time management skills and the ability to work under pressure and meet defined deadlines.
10. Experience in using a range of software packages including consumer management systems (Best Practice, TRAK and or HIC online) and desktop software such as Microsoft Office.
11. Experience with cash handling, income receipting and electronic funds transfers.
12. Current employee Working with Children's Check.

#### **Desirable**

1. Working knowledge of Medicare and other health billing systems.
2. Current Driver's Licence.
3. Ability to provide vaccination information that meets the requirements for healthcare workers.

#### **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 & 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.

#### **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.

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### **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.

### **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.

### **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.

### **Diversity and Culture:**

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

### **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 to reach their individual potential.

### **Other Essential Requirements**

#### **Staff will:**

- Complete all required probity checks **before** employment is confirmed.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.

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- 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 Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

### **Other Information**

- BCHS’ Employee Assistance Program is available to employees and immediate family.
- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS has a commitment to environmental sustainability.

APPROVED