

## BENDIGO COMMUNITY HEALTH SERVICES

### POSITION TITLE: ADMINISTRATION OFFICER – LODDON CHILDREN’S HEALTH AND WELLBEING LOCAL

<b>Award:</b>	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022
<b>Classification:</b>	Management and Administrative Officer Grade 2
<b>Site:</b>	This position is primarily based at our Kangaroo Flat site, however, may be required to work from any BCHS site or outreach location as negotiated.
<b>Hours per fortnight:</b>	76 hours per fortnight (1.0 FTE)
<b>Tenure:</b>	Fixed Term 18 months from commencement
<b>Position description developed:</b>	August 2023
<b>Responsible to:</b>	Strategic Partnerships and Innovation Manager

#### 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**

The Loddon Children's Health and Wellbeing Local (LCHWL) has been established in a partnership between Bendigo Health and BCHS as a part of the response to the Royal Commission into Victoria's Mental Health System. The LCHWL provides services for children up to the age of 11 years who are experiencing one or more developmental, emotional, relational, or behavioural challenges and their families with or without a referral or medical diagnosis. The service is particularly targeting those children who are not eligible for support under other mechanisms such as NDIS.

The LCHWL is an innovative model designed to deliver services across six local government areas. The Transformation Team has been formed to drive innovation and support the continuing implementation of the LCHWL and is a part of the Better Health Team. The Better Health team seek to work collaboratively to benefit patients/clients to meet their optimal health outcomes. The primary focus of the Better Health team is to provide comprehensive, specialist and allied health and wellbeing services.

The Better Health portfolio involves the planning and provision of medical, paediatrics, chronic Disease management, sexual and reproductive Health, refugee health nursing, workplace health, multi-disciplinary centre nurse, social support in Elmore, physiotherapy, dietetics and GPs in Schools.

### **Position Role**

The role is to provide high-quality, efficient, and timely administrative and relationship support to the Transformation Team that works closely with several external partners. The position requires the individual to work independently and responsively to provide support to the Transformation Team members, families when required and liaise through collaboration with partner organisations.

### **Position Responsibilities**

The responsibilities of the position are to undertake administrative duties as per the directive from the Strategic Partnerships and Innovation Manager, this may include such tasks as:

- Be a central point for communications for Transformation Team staff to both external and external partners in the development and evolution of the Loddon Children's Health and Wellbeing Local.
- Support Child Local activities across the Loddon area with partner organisations.
- Prepare minutes, agendas and coordinate relevant meetings.
- Draft any reports for finalisation by the Strategic Partnerships and Innovation Manager.
- Support the team with administrative systems and processes to ensure effective and efficient service delivery to meet agreed outcomes.
- Be an active support to consumers and people with a lived experience who are engaged at all stages of the project implementation.
- Be an active support in accreditation, assist in evaluation of new initiatives and perform tasks where designated under quality-improvement processes.
- Support the team in completing other day-to-day administrative tasks including, but not limited to, responding to team and/or family enquiries, following up on documentation, ordering supplies and assisting with schedules.

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- Co-ordination of communication and promotional materials (approved) that meet required departmental branding specifications as directed.
- Liaise with families and/or other health professionals regarding Loddon Child Local services enquiries or follow ups where required.
- Support and assist in management with the co-ordination of Information Management systems that support systems used in the Child Local.
- Review, finalise and send (approved) communications on behalf of the Transformation Team staff.
- Other duties as directed.

### **Key Selection Criteria**

#### **Essential**

1. Demonstrated relevant experience in an administration role.
2. Demonstrated experience in collaborations with external partners and successful work with people with a lived experience.
3. Excellent interpersonal, written and verbal communication skills.
4. Excellent organisational and time management skills that ensure timelines are met.
5. Demonstrated ability to work as a member of a multidisciplinary team.
6. Demonstrated passion for supporting services for consumers with complex needs.
7. High level skills in the use of Microsoft Office.
8. Ability to confidentially maintain accurate records in accordance with BCHS procedures.
9. Capacity to demonstrate and display the values of Bendigo Community Health Services.

#### **Desirable**

1. Experience in working with electronic consumer management software.

#### **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.

- Provide high-quality and efficient administrative support for the Transformation Team within the Loddon Child Local.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with BCHS privacy and confidentiality procedures.

#### **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.

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- 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, including external partners.
- 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.
- Demonstrate understanding and behaviour to reflect BCHS' values.

### **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 Transformation 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; provides 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.

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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 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 BCCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

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

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

### **Other Information**

- Salary Packaging is available to the successful applicant.
- BCCHS' Employee Assistance Program is available to employees and immediate family.
- BCCHS is an Equal Opportunity Employer.
- All BCCHS sites are smoke free workplaces.
- BCCHS has a commitment to environmental sustainability.