

## BENDIGO COMMUNITY HEALTH SERVICES

### POSITION TITLE: CLIENT SERVICES SUPERVISOR – headspace Bendigo

<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>	Dependent on qualifications and experience
<b>Site:</b>	Headspace Bendigo – 78-80 Pall Mall, however, may be required to work from any BCHS site as negotiated.
<b>Hours per fortnight:</b>	76 hours per fortnight (1.0)
<b>Tenure:</b>	Ongoing
<b>Position description developed:</b>	November 2022
<b>Responsible to:</b>	Senior Leader – Headspace Bendigo

#### 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 primary focus of the headspace team is to support the health and well-being of young people through services and linkages, improve community awareness and understanding of issues for youth and the impact on their mental health, lead coordinated care and referral pathways internally and externally across a range multidisciplinary service.

### **Position Role**

The primary role of the Client Services Supervisor is to provide reception duties at headspace Bendigo in order to facilitate a high level of care for young people, their family and friends. The Client Services Supervisor aims to provide youth-friendly, professional and confidential administrative support to the community to ensure effective service delivery and day-to-day functioning of the service.

The Client Services Supervisor is generally the first point of contact with the public. Therefore, it is essential that they have a friendly demeanor, are courteous, highly professional and able to interact with a wide and diverse group of people. The successful applicant will have an essential role in ensuring that headspace is perceived by young people as friendly, accessible and welcoming.

The Client Services Supervisor will work proficiently and collaboratively with headspace staff in a dynamic and changing environment. The role will also provide administrative support to the Senior Leader headspace Bendigo to ensure the smooth running of headspace Bendigo.

### **Position Responsibilities**

#### **Reception**

1. Meet and greet young people, family and friends and centre visitors so as to provide exceptional customer service.
2. Ensure all incoming phone calls are attended to in a prompt, courteous and youth-friendly manner.
3. Reception duties including answering phones, booking and confirming appointments, transcribing letters and reports, and scanning client files.
4. Provide information to young people and their families and friends about headspace, ensuring that all enquiries are dealt with in a confidential and sensitive manner.
5. Facilitate the daily set up and pack-up of the centre ensuring the centre is secure, clean and that all equipment is accounted for.
6. Take a pro-active approach to ensuring the reception area and waiting areas are youth friendly and clean/safe for all consumers and staff.

#### **Administration**

1. Assist the Senior Leader headspace Bendigo and Senior Clinician to establish, maintain and improve administrative processes.
2. Operation, maintenance and safeguarding of MasterCare and Best Practice, the electronic client record systems.
3. Complete administrative functions associated with meetings and events, including scheduling, catering, and preparing agendas and minutes.
4. Complete purchase orders for accounts payable.
5. Ensure adequate supplies of consumables, such as stationery, printer cartridges, medical and kitchen supplies.
6. Coordinate incoming and outgoing mail.

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### **General**

1. Participate in relevant training and development activities as an effective team member.
2. Show excellent interpersonal skills with the ability to work with people from a broad range of backgrounds and experiences.
3. Other duties consistent with the position where required and/or requested by management.

### **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, confidential and youth-friendly manner.
5. Proven ability to show initiative and exercise sound judgement.
6. Demonstrated ability to work as a member of a multidisciplinary team and the ability to work independently when required.
7. Excellent time management skills.
8. Ability to accurately record and document information and to collect and collate data within given timeframes and in keeping with legal, ethical and professional standards.
9. Knowledge and a willingness to comply with headspace privacy and confidentiality procedures, and commitment to work within the headspace and BCHS Code of Conduct framework.
10. Broad experience in using a range of software packages including client appointments, billing systems, large information databases and desktop software.
11. Intermediate to high level skills in Microsoft Office programs.
12. Ability to provide vaccination status information that meets the requirements for healthcare workers.
13. Current Working with Children Check and Drivers License.

#### **Desirable**

1. Show evidence of knowledge and understanding of headspace philosophy, purpose and program delivery model.
2. An understanding of community health, primary health or similar not for profit services.
3. Experience in the youth and/or mental health sector.
4. Show evidence of knowledge and understanding of headspace philosophy, purpose and program delivery model.

#### **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

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relevant Branch and Team Plans and the following Performance Indicators.

### **Position Performance:**

Demonstrate achievement of negotiated performance indicators specific to your position.

- Provide service delivery to at least the minimum level required by the funder.
- Demonstrate positive outcomes for clients through your intervention.
- Show evidence of an integrated service delivery approach for clients.
- Knowledge and compliance with BCHS privacy and confidentiality procedures.

### **Communication and Teamwork:**

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.
- Demonstrate understanding and behaviour to reflect that BCHS aims to treat all people with respect, values diverse perspectives and participates in diversity training opportunities.

### **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 teamwork 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

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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 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.
- 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

- Salary Packaging is available to the successful applicant.
- 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.

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**Approved by:** Senior Leader headspace Bendigo

**Date Approved:**

**Manager Name:**

**Manager Signature:**

**Date:**

**Employee Name:**

**Employee Signature:**

**Date:**

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