

POSITION DESCRIPTION

Position Title:	Care Coordinator- Loddon Children's Health and Wellbeing Locals (Central Goldfields Shire)
Award:	Community Health Centre (Stand Alone Services) Social and Community Services Employees Multi-Enterprise Agreement 2022
Classification:	Grade 4- Dependent on qualifications and experience
Site:	This position is primarily based at our Maryborough site, however may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	45.6 hours per fortnight (0.6 FTE)
Tenure:	Fixed Term to 30/3/2026
Position description developed:	May 2025
Responsible to:	Senior Leader- Children's Health Services

ABOUT BENDIGO COMMUNITY HEALTH SERVICES (BCHS)

BCHS is located across five sites in the City of Greater Bendigo, Central Victoria. BCHS has a proud 50-year history and provides more than 50 services across medical and allied health, family services, drug and alcohol, mental health, settlement services, health promotion and more, with a focus on vulnerable people and communities.

The organisation has more than 280 staff supporting people of all ages and stages of life to access quality, person-centred care. We foster a values-aligned, positive and thriving culture where staff feel safe and supported. Staff have clarity of roles and work in an environment of accountability. The success of BCHS is dependent on our staff who provide a high level of professionalism and dedication.

VISION

Better health and wellbeing across generations.

PURPOSE

Supporting you and your family to live healthy lives.

VALUES

Lived and Living Experience: We listen to understand. We value our communities, their backstories, lived and living experiences and cultures and learn from them to tailor our services.

Equity: We provide equitable and inclusive health and wellbeing services, ensuring they are culturally responsive and accessible.

People: We maintain a skilled, engaged and professional workforce, including people with lived experience, and enable a culture of continuous learning.

Partnership: We understand trust and partnerships are key to achieving our purpose. We listen and learn - and share our knowledge and expertise in collaboration and co-design with our community, ensuring we are providing local solutions to community need.

Integrity: We uphold the values of the Universal Declaration of Human Rights and approach all we do with kindness and respect. We are ethical in all we do.

TEAM ROLE

The Loddon Children's Health and Wellbeing Local (LCHWL) provides a range of health and wellbeing services to children up to 11 years of age who may be experiencing some challenges such as developmental, emotional, relational or behavioural concerns. Services are available to families across the Shires of Campaspe, Central Goldfields, Loddon, Macedon Ranges and Mt Alexander, and City of Greater Bendigo. The LCHWL is an innovative model co-designed with partners - paediatric service providers, and people with lived experience - to provide a regionally based system response that improves access across prevention, primary and tertiary care in the Loddon region. The service is particularly targeting those children who are not accessing support under other mechanisms such as NDIS.

Services provided through the LCHWL include paediatric health, mental health support, parenting support, specialist assessments, allied health, family services, care coordination and access to peer support from team members with a lived or living experience of caring for a child with developmental, emotional, relational or behavioural concerns.

The LCHWL was established in 2022 in response to the Royal Commission into Victoria's Mental Health System and led by Bendigo Community Health Services (BCHS) in partnership with Bendigo Health and regional partners Bendigo and District Aboriginal Cooperative, Njernda Aboriginal Corporation, Echuca Regional Health, Dhelkaya Health, Maryborough District Health Service, Sunbury & Cobaw Community Health and North Central LLEN.

POSITION ROLE

This position provides an opportunity for a passionate and experienced person to be a part of a multidisciplinary team providing an effective and collaborative service to children and their families assisting to support children to reach their full potential.

The position will support a local service response in the Central Goldfields Shire,

working collaboratively with a multi-disciplinary team including Paediatricians, GPs, Nurses, Speech Pathologists, Psychologist, Family Services and mental health services to ensure accessible and coordinated services to children 0-11 years and their families.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

- Provide a welcoming, inclusive and culturally safe environment to families when accessing the Locals service.
- Work collaboratively with children and their families and other service providers to avoid any duplication for the family, ensuring that care is coordinated and tailored to their specific needs and priorities.
- Contribute to a positive experience for children and their families through the provision of family led care planning.
- Support parents, carers and children to build the knowledge, skills and confidence they need to navigate the service system and access the services they need.
- Advocate, sharing learnings and building partnerships between service providers that support more disadvantaged and vulnerable families.
- Utilise expertise and knowledge to provide support and guidance to assist other care coordinators within all LGA's of the Loddon Locals.
- Monitor the changing needs of complex children and their families, providing active early support in response to increasing need or risk.
- Establish strong relationships with key internal and external stakeholders to continuously improve referral pathways, accessibility and service collaboration.
- Other duties as required.

KEY SELECTION CRITERIA

Essential

1. Demonstrated understanding of the issues which impact vulnerable families in the catchment, including an understanding around trauma, child development and attachment.
2. Demonstrated skills and experience in assisting families where children are at risk and a sound understanding of the service system and referral pathways for families.
3. Excellent interpersonal and communication skills and a high level of emotional intelligence
4. Ability to work collaboratively within a multidisciplinary team.
5. Knowledge of family centred practice and family led planning.
6. Sound knowledge of the protective factors and contributors in relation to health inequality and vulnerability.
7. Demonstrated understanding of diversity and inclusiveness.
8. Certificate or diploma in a relevant area such as community services, youth work, mental health.
9. A passion for working with children and families to increase health literacy and enhance health and wellbeing.
10. Current Working with Children's Check.

11. Current driver's licence.
12. The successful applicant will also be required to undertake and complete a Satisfactory National Police Check.

Desirable

1. Knowledge of TRAK and Best Practice as reporting and Consumer Management System software and/or competence in using electronic client records.
2. Knowledge and understanding of the service and community profile in the Central Goldfields region.

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 team plans and the following performance indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Provide high-quality service delivery to consumers and their families
- Show evidence of positive and productive team and individual management.
- Demonstrate the ability to develop quality partnerships with key internal and external consumers and stakeholders.
- Demonstrate positive outcomes for clients through appropriate coordination support and interventions.
- Demonstrate a client-centric service delivery approach which meets individual preferences, needs and diversity.
- Demonstrate a holistic and integrated service delivery approach for consumers.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with the 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 BCHS' values.

Administration and Documentation:

Through the use of the 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; 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.

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.
- Provide vaccination information that meets the requirements for healthcare workers.
- 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 would be 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 and vape free workplaces.
- BCHS has a commitment to environmental sustainability.

