

## POSITION DESCRIPTION

<b>Position Title:</b>	Client Services Administration Support
<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>	Grade 1
<b>Site:</b>	This position is primarily based at our Central site, however may be required to work from any BCHS site or outreach location as negotiated.
<b>Hours per fortnight:</b>	45.6 hours per fortnight (0.6 FTE)
<b>Tenure:</b>	Fixed term to March 2027
<b>Position description developed:</b>	January 2026
<b>Responsible to:</b>	Senior Leader - Client 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

Client Services is responsible for providing a wide range of operational administrative services to BCHS staff and its diverse client group. As the first point of contact, the Client Services administration staff (Reporting and Records Management) are the backbone of the organisation ensuring day-to-day operations run smoothly and that client information is managed with regard to privacy, confidentiality and data security. The area operates in a way that facilitates BCHS employees to provide the right care to the right person and at the right time.

## POSITION ROLE

The position of the Client Services Administration Support (Reporting and Records Management) requires a great multi-tasker to undertake the following takes:

- Undertake administrative activities including scanning and faxing.
- 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.
- Other duties as directed.

## KEY SELECTION CRITERIA

### Essential

1. Experience with Best Practice and Trak.
2. Excellent verbal and written skills.
3. Ability to work autonomously and as part of a team.
4. Strong word processing and database skills.
5. Excellent organisational and time management skills.
6. Ability to multi-task and work under pressure to meet defined deadlines.
7. Demonstrated ability to use a range of platforms to complete daily tasks.
8. A current employee Working with Children Check and Driver's Licence.
9. The successful applicant will also be required to undertake and complete a satisfactory National Police Check.

## 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.*

- 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.