

Mission Statement

Bellarine Community Health – Strategic Directions 2018 -2022

VISION

Bellarine Community Health will be the leader in primary health services in Victoria.

MISSION

Bellarine Community Health delivers a broad scope of health services and wellbeing programs for all people in our diverse communities.

VALUES & BEHAVIOURS

Community First: We work with our diverse communities to deliver what matters and what makes a difference. We make decisions with empathy and recognise that our communities are at the core of every decision we make.

A positive and inclusive environment: We respect, care, support, nurture, empower, and help each other. We promote a creative, open and safe inclusive environment. Everyone is encouraged to explore opportunities, share ideas, enjoy themselves, excel in their personal development and achieve high levels of personal satisfaction.

Excellence: We take pride in delivering services and programs that exceed client, carer, and community expectations. We continually improve what we do, aim for professional excellence and deliver person centred outcomes.

Leadership: We are all leaders in the achievement of our vision, mission, strategic objectives, and our organisational values. We work together, using our skills and knowledge to identify and meet the challenges.

Integrity: We are honest and transparent. We share our knowledge, say what we believe, and do what we say. We listen and respond. We take responsibility, individually and as a team.

STRATEGIC DIRECTIONS

Strategic Objective One - SERVICES & PROGRAMS

Create and extend services and programs which are designed, delivered and responsive to our changing and diverse communities

Strategic Objective Two - COMMUNITY

Increase inclusive participation and community empowerment, and facilitate two-way awareness between BCH and our diverse communities

Strategic Objective Three - STAFF & VOLUNTEERS

Ensure the best mix of staff & volunteers, with the right culture, right skills, and right numbers, as we grow our services & programs

Strategic Objective Four - QUALITY & SAFETY

Ensure that all our services and programs are excellent

Strategic Objective Five - STRATEGIC FINANCES

Ensure BCH is financially viable and sustainable for the future through exploring funding opportunities.

Position Information

Position Summary	<p>The purpose of the Receptionist is to provide reception and administrative support to all team members of the headspace Ocean Grove satellite in order to facilitate a high level of care for young people. The Receptionist is part of the headspace satellite team and works to provide professional and confidential administration services to support effective service delivery and day-to-day functioning. The incumbent will be essential to ensuring the service is perceived by young people as accessible, youth friendly and welcoming.</p> <p>The role will provide reception support to various clinical staff to ensure the smooth running of the clinic. The Receptionist is generally the first point of contact with the public. As such it is essential that they are pleasant, courteous, highly professional and able to interact with a wide and diverse consumer group.</p> <p>The Receptionist will work proficiently in a fast-paced environment, and collaboratively with all headspace satellite staff.</p> <p>A headspace centre operates in accordance with the headspace Centre Service Model and provides all four core streams including Mental Health, Physical and Sexual Health, Alcohol and other drugs and Vocational and Educational support. A headspace satellite provides a minimum of 3 of the 4 core streams and is linked to a parent headspace centre.</p> <p>headspace Ocean Grove is a satellite of headspace Geelong</p> <p>To find out more about headspace visit http://headspace.org.au/.</p>
Reports to Direct reports	<p>Operations Lead – headspace Ocean Grove</p> <p>None</p>
Program	Child, Youth and Families
Location	Bellarine Community Health – headspace Ocean Grove
Agreement	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022
Employment type/term	<p>Part time – 30.4 hours per week (0.8 FTE)</p> <p>Fixed term – (tied to national funding)</p> <p>Probation Period: 6 months</p>
Remuneration and benefits	<p>Salary commensurate with experience and qualifications</p> <p>Access to excellent salary packaging provisions</p> <p>Employer Superannuation of 9.5%</p>

Employment conditions	<p>The position holder must present evidence of the following:</p> <ul style="list-style-type: none"> • Current Working with Children's check • Current and satisfactory Police Check (12 months from date of application) • Current Victorian Drivers' License • Eligibility to work in Australia (if applicable)
Organisational Requirements	
Diversity	<ul style="list-style-type: none"> • Commit to providing a safe and welcoming health service for everyone, and being respectful towards the organisation, colleagues, young people, family and friends, and consumers at all times
Child safety	<ul style="list-style-type: none"> • Commit to protect children and young people and reduce any opportunities for abuse or harm to occur
Policies and Practices	<ul style="list-style-type: none"> • Read, understand and comply with all BCH policies, procedures and reasonable directions whilst demonstrating professional workplace behaviours in accordance with the BCH code of conduct
Consumer engagement	<ul style="list-style-type: none"> • Seek and facilitate consumer and community participation to ensure the healthcare we deliver is safe, high quality and meets the needs and preferences of our diverse communities and their voice supports the design, development, and delivery of services
Person/Family centred practice	<ul style="list-style-type: none"> • Ensure young people/family participation allows their central and continuous involvement regarding matters that impact their health and wellbeing
Occupational Health and Safety (OH&S)	<ul style="list-style-type: none"> • Take reasonable care for your own safety and that of others in the workplace or who may be affected by your actions or omissions • Co-operate with any actions taken by BCH to comply with the OH&S Act 2004 and attendant regulations • Not intentionally or recklessly interfere with or misuse anything provided at your place of work in the interests of health, safety and welfare • Report hazards, injuries and incidents in a timely manner
Strategy and Planning	<ul style="list-style-type: none"> • Participate in planning processes, including program, team and individual to ensure alignment to the BCH strategic plan
Continuous Quality Improvement	<ul style="list-style-type: none"> • Adopt and promote a culture of Continuous Quality Improvement (CQI). Contribute to the accreditation process, including identifying, developing, implementing and evaluating quality improvement activities
Risk Management	<ul style="list-style-type: none"> • Comply with BCH Risk Management system and relevant legislation. Actively contribute to creating an organisational culture that promotes risk identification and mitigation. • Report incidents in a timely way, as per contractual obligations
Equal Opportunity	<ul style="list-style-type: none"> • BCH is an Equal Opportunity Employer and diversity in the workforce is valued and encouraged.

Position Specific Responsibilities

KEY RESPONSIBILITIES

Reception

- Reception duties including answering phones, booking and confirming appointments, and preparation of client registrations and record keeping within client management system
- Meet and greet young people and visitors and provide exceptional customer service
- Ensure all incoming phone calls are attended to in a prompt and courteous manner
- Provide information to young people and their families presenting to headspace, ensuring that all enquiries are dealt with in a confidential and sensitive manner
- Assist in the set up and pack up of the site ensuring the rooms are left in a clean and tidy state at the end of each day
- Refer all enquiries beyond the scope of your role to most relevant headspace centre team member for further information.
- Monitor all incoming referral pathways to ensure timely administrative follow-up

Administration

- Provide daily administration support to all clinician's and staff working from the site/s including diary management, appointment bookings, room allocation and billing as directed by the Operations Lead.
- Assist in administrative functions as requested
- Maintain accurate and timely financial records related to service as required by finance team
- Ensure adequate supplies of consumables, such as stationery and kitchen supplies
- Coordinate incoming and outgoing mail.

General

- Participate in relevant training and development activities as an effective team member
- Other duties consistent with the position where required and/or requested by management from time to time
- Active involvement in the application of quality and risk management systems
- Support the continuous quality improvement of the service
- Comply with child safe standards
- Undertake professional development as appropriate to the role
- Be respectful towards the organisation, colleagues and the general public
- Communicate with colleagues from headspace Geelong to ensure appropriate administrative follow-up to ensure young people access timely care
- Support the headspace vision and objectives and demonstrate the values of headspace
- Take reasonable care for their own health and safety, and that of others in the workplace

Key Performance Indicators

- Complete all administrative tasks in a timely manner
- Demonstrate excellent customer service at all times, including administration support and problem-solving skills in all day-to-day tasks assigned.
- Demonstrate understanding of client confidentiality including maintaining a clean and confidential workspace.
- Demonstrate participation in continuous quality improvement and risk management activities including accreditation and review.
- Demonstrated participation in professional development activities.
- Demonstrated flexibility and responsiveness to service demand and requests.
- Actively co-operate as a member of a team, following the values and principles of BCH
- Adherence with Child Safe Standards.

Key Selection Criteria and Skills/Attributes

Essential	<p>Experience</p> <ul style="list-style-type: none"> • Demonstrated experience working in an administrative and/or reception role within a similar environment • Demonstrated experience with the Microsoft Office Suite <p>Knowledge and Skills</p> <ul style="list-style-type: none"> • Excellent organisational and time management skills • Ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines • Ability to work independently, with limited supervision • Strong customer service skills, particularly the ability to work with young people, and their friends and family • Exceptional interpersonal skills with the ability to work with a broad range of people from a variety of backgrounds and experiences <p>Professional Attributes</p> <ul style="list-style-type: none"> • Positive and collaborative team player. • Adaptability and flexibility to changing work environments and requirements <p>Employment conditions</p> <ul style="list-style-type: none"> • Evidence of all required employment condition documents <p>Immunisation Status: If you are applying for a position in dental, nursing, sterilising or podiatry, you are required to have the following vaccinations: Hepatitis B, MMR, Pertussis and Varicella. If you are applying for a position working with children, you are required to have the following vaccinations: MMR, Pertussis, Varicella. <i>Influenza vaccination is recommended for all staff.</i></p>
Desirable	<ul style="list-style-type: none"> • Experience in the youth and/or mental health sector

Position Description Acknowledgement

I have read, understood and agree to comply with the above position description.

Name of staff member:	
Signature of staff member:	
Date:	
Exec Managers signature:	
Date:	

For more information about Bellarine Community Health visit our website: www.bch.org.au