

POSITION DESCRIPTION

Position Title:	Homeless Persons Health Access Project Lead Worker
Award:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Classification:	Social and Community Services Employee Level 5
Site:	This position is primarily based at our Central site, however may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	30.4 hours per fortnight (0.4 FTE)
Tenure:	Fixed Term to 14 September 2025
Position description developed:	July 2024
Responsible to:	Operations Manager Primary 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 Primary Health Services Team encompasses Medical Practice, Sexual and Reproductive Health, various Allied Health disciplines and other health related services. The team sits within a broader service delivery portfolio which also includes Mental Health and AOD as well as Family Services branch of BCHS. These services work collaboratively to respond to community health and wellbeing needs. These services sit along side the Community Partnerships and Integration portfolio who deliver programs that interconnect with this pilot project.

HOMELESS PERSONS HEALTH ACCESS PROJECT

The Homeless Persons Health Access Project is designed to pilot and inform a contemporary approach to supporting access to primary care services for those who are homeless or are at risk of being homeless. An action research approach will be taken to identifying service and systems gaps/barriers to accessing primary health care for those at risk or experiencing homelessness while working to address the barriers and improve service integration across the City of Greater Bendigo. The project will utilise emerging evidence from similar projects to inform the model development.

As well as building the target groups capacity to access health care and have their needs accessed and responded to, the project is also designed to support primary care practitioners and other frontline staff to build understanding and capacity to connect with members of the project community. Trauma informed training will be integral to the project to build capabilities to understand and skilfully address barriers to accessing primary health. The project aims to develop a model that incorporates flexible options to accessing primary care with this role working closely with outreach workers and other health professionals.

The worker will lead the co-design of the project, assist with recruitment, data analysis, reporting, evaluations design and day to day project management. An advisory group will be established to provide expertise and allow for project reflection and project theories to be tested.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

- To undertake project establishment, codesign and day to day project management whilst assisting with recruitment.
- Continual development and review of co-designed model including project evaluation, data collection, collation and analysis.
- Explore and build an understanding of Medicare Benefit Scheme (MBS) billing and how this impacts on service delivery and funding of the model.
- Develop and strengthen strategic partnerships with key service providers required to support essential service delivery for the project cohort.
- Convene and manage the project advisory group.
- Oversee the capability planning for project workforce and associated service delivery staff.
- Utilise project management skills to oversee and coordinate all aspects of this pilot project.
- Other duties as requested.

KEY SELECTION CRITERIA

Essential

1. Tertiary qualifications in Social Work, Public or Allied Health, Community Development or other relevant discipline.
2. Demonstrated experience and skills in project management including project coordination, data reporting/collection, action-oriented design, report writing and risk management principles.
3. Experience and/or an interest in working with people with complex needs.

4. Experience in, or understanding, of primary care service delivery.
5. Demonstrated ability to work in an integrated way with key stakeholders in a multidisciplinary team.
6. Commitment to the organisational values of Bendigo Community Health Services.
7. A current Driver's Licence and employee Working With Children Check.

Desirable

1. Experience working with funding bodies.
2. Understanding of Medicare Benefits Scheme.

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.

- Adhere to and manage project timelines and milestones.
- Work with funding body to collect and collate project data and report as per agreed schedule.
- Participate in supervision and professional development as negotiated with line manager.
- 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 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.