

POSITION DESCRIPTION

Position Title:	Homeless Persons Health Access Project - Community Connections 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- Pay Point 1
Site:	This position is primarily co-located at BCHS Central, however may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	76 Hours - negotiable
Tenure:	6 months
Position description developed:	November 2024
Responsible to:	Executive Leader Community Partnerships & Integration

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 project is positioned within the Community Partnerships and Integration Division which encapsulates a range of innovative projects, programs and services supporting disenfranchised communities across the Bendigo region. The CP&I Division has a particular focus on cross-portfolio partnerships while exploring service responses to emerging community needs. Also within this program area is the Community Connector pilot program operating out of Bendigo Library which will support and aid this role.

The position will be managed by an appropriate Senior Leader who will support the daily functioning of the project team, which also includes a Project Lead Worker. The Community Connections practitioner will also be connected to other relevant teams within BCHS to assist with the design, development, and delivery of the initiative.

POSITION ROLE

This Homeless Persons Health Access Community Connections Project is a contemporary approach to addressing health and wellbeing needs of community members who are homeless or at risk of being homeless. Many of these people have tri-morbidities such as serious physical ill-health, mental ill-health and substance use issues. Many face stigma, both internalised and external, and are less likely to engage with primary health services, usually relying more on emergency services. This project role will work with community members, their families and a broad range of health and social wellbeing professionals to improve service access and reduce service refusals.

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 assessed 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 practice is integral to the project with a view to building capabilities, increasing understanding and skilfully addressing barriers to primary health access. 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 role will assist co-design the project from a social model of health perspective liaising with multiple stakeholders.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

- Build positive community connections and provide responsive, needs based referrals, education, and support for community members with complex needs
- Develop and strengthen partnerships with community organisations involved with supporting community members with multiple and complex needs.
- Review organisational and system barriers to primary care access and work with the team to respond to these.

- Provide support, insight and education to professionals to assist their understanding of issues facing these particular community members to reduce stigma.
- Partner with key agencies and groups to ensure appropriate pathways and support is provided, knowledge is shared, and relationships/collaborations are ongoing.
- Scope outreach sites that could be appropriate pop up clinic spaces.
- Co-design and assist project evaluation, including collection and collation of data.
- Other duties as requested.

KEY SELECTION CRITERIA

Essential

1. Qualifications in social work, community development or relevant discipline.
2. Experience working with people with complex needs, with specialist knowledge in either homelessness, mental health and/or drug and alcohol responses.
3. Experience applying community development processes to engage with communities, building relationships and community capacity.
4. Demonstrated ability to work in an integrated way with a number of key stakeholders.
5. Demonstrated experience facilitating training and creating professional development opportunities.
6. Applied working knowledge of trauma informed practice.
7. Experience in, or understanding, of primary care service delivery.
8. Commitment to the organisational values of Bendigo Community Health Services.
9. A current employee Working with Children Check and Driver's Licence.
10. The successful applicant will also be required to undertake and complete a Satisfactory National Police Check.

Desirable

1. 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.
- 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.