

## POSITION DESCRIPTION

<b>Position Title:</b>	Client Services Supervisor
<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 2A
<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>	76 hours per fortnight (1.0 FTE)
<b>Tenure:</b>	Ongoing
<b>Position description developed:</b>	September 2024
<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 located within the Organisational Support team. Client Services are responsible for providing a wide range of operational administrative services to BCHS and its diverse client group.

## POSITION ROLE

The position of Client Services Supervisor is to provide an opportunity for an experienced and passionate person to assist in the day-to-day operations of BCHS. The front reception desk creates the first and the last impressions for clients. It is an expectation of Client Services staff to continually ensure the highest consumer experience for all clients, in every interaction. The administrative nature of the role includes a range of duties that support the organisation in ensuring effective client registrations and efficient referrals.

This position will, under the direction of the Senior Leader Client Services, provide excellent customer service in the form of front desk reception and administrative support services to internal and external stakeholders and BCHS' staff.

## POSITION RESPONSIBILITIES

The responsibilities of the position are:

- To continuously provide the highest quality customer service to all clients and stakeholders.
- To be discreet and professional in all dealings.
- Assist appointment enquiries with costs, availability, packages and programs and services BCHS has to offer.
- Arrival notification and close off appointments accurately and in a timely manner.
- Greet all clients, stakeholders and staff that come into contact with Client Services in a courteous and professional manner.
- Handle client enquiries and provide information on other local services and give direction as required.
- Answer all telephone calls in a professional, non-judgemental and friendly manner.
- Maintain the cleanliness and presentation of the front desk and waiting area.
- Undertake administrative activities related to the site, information systems and other duties as directed by the Senior Leader Client Services.
- Undertake administrative activities including scanning and faxing, sort and distribute internal and external mail and electronic referral correspondence.
- Complete data entry, archiving and record keeping for all sites in accordance with BCHS' policies and procedures.
- Support the operation and implementation of key client/patient and business-related systems such as Best Practice, TRAK, SharePoint and other databases.
- Ensure documentation is managed with the utmost attention to detail and urgency.
- Respond to enquiries from clinical and practice staff in a timely manner.
- Other duties as directed.

## KEY SELECTION CRITERIA

### Essential

1. Experience in frontline reception services preferably in a medical reception or other health organisation environment.
2. Demonstrated ability to provide high level administrative support in a high-profile organisation.
3. Excellent verbal and written communication and interpersonal skills.
4. Ability to interact with a diverse range of clients in a private and confidential manner.
5. Ability to learn quickly and manage change.
6. Excellent organisation awareness including capacity to deal sensitively and professionally with confidential and sensitive issues.
7. Demonstrated ability to build and maintain positive and productive working relationships.
8. Ability to work as a member of a multi-disciplinary team.
9. Excellent organisational and time management skills and the ability to work under pressure and meet defined deadlines.
10. Experience in using a range of software packages including consumer management systems (Best Practice, TRAK and or HIC online would be an advantage) and desktop software such as Microsoft Office.
11. Experience with cash handling and receipting.
12. A current employee Working with Children Check.
13. The successful applicant will also be required to undertake and complete a Satisfactory National Police Check.

### Desirable

1. Working knowledge of Medicare.
2. Current Driver's Licence.

## 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

- Demonstrate improvements in information management and technology functions and business processes that support quality service delivery and financial outcomes.
- Show evidence of positive and productive team and individual management.
- Demonstrate the ability to develop quality partnerships with key internal and external consumers and stakeholder.
- 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.
- 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.