

POSITION DESCRIPTION

Position Title:	Health Access Program General Practitioner (GP)
Award:	Medical Practitioners Award 2020
Classification:	Commensurate with qualifications and experience
Site:	This position is primarily based at our Central site and outreach locations and however may be required to work from any BCHS site as needed.
Hours per fortnight:	15.2 hours per fortnight (0.2 FTE)
Tenure:	Fixed term to June 2025
Position description developed:	February 2025
Responsible to:	Christine Gibbins. Operations Manager, Primary Health

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

Bendigo Community Health Services is piloting a trauma-informed, low-barrier program designed to improve healthcare access for individuals at risk of or experiencing homelessness. The Health Access Program (HAP) priority is to increase engagement with primary healthcare services, providing community-based health support, and addressing barriers to care. The low barrier model of care aims to ensure vulnerable populations receive necessary health services, including preventative care, chronic disease management, and allied health support, in a way that is accessible, person-centred, and delivered with dignity and respect.

POSITION ROLE

The HAPs General Practitioner (GP) will play a critical role in the implementation of the Health Access Program, delivering direct primary healthcare services to individuals experiencing or at risk of homelessness. The GP will provide comprehensive clinical care, including health assessments, treatment, preventative care, and chronic disease management, while working collaboratively with community organisations and social services to ensure holistic, wrap-around care.

Working alongside the Nurse Practitioner and Community Connectors, the GP will deliver trauma-informed, non-judgmental, and person-centred healthcare, removing unnecessary barriers to access and improving health outcomes. The GP will also support preventative health education, assist individuals in navigating the healthcare system, and ensure service delivery aligns with the principles of harm reduction and engagement-based care.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

- Deliver trauma-informed, non-judgmental, and person-centred healthcare, ensuring individuals experiencing or at risk of homelessness feel safe and supported during GP appointments.
- Provide comprehensive primary healthcare, including health assessments, treatment, preventative care, and chronic disease management.
- Work closely with the Nurse Practitioner to coordinate care, ensuring seamless transitions between assessment, treatment, referrals and follow-up support.
- Support individuals in navigating the healthcare system, addressing barriers to access and facilitating continuity of care.
- Provide preventative health education, empowering individuals to engage in proactive healthcare.
- Collaborate with Community Connectors to enhance patient engagement and ensure care is responsive to individual needs.
- Work in partnership with community organisations, housing services, and healthcare providers to deliver integrated, wrap-around support.
- Contribute to program reporting and evaluation and continuous quality improvement, identifying opportunities to enhance access and effectiveness.
- Maintain accurate and timely clinical documentation in line with program and organisational requirements.

KEY SELECTION CRITERIA

Essential Criteria

- Demonstrated ability to provide trauma-informed, non-judgmental, and person-centered healthcare to individuals experiencing or at risk of homelessness, with an understanding of the social determinants of health and how housing insecurity, mental health, and systemic barriers impact health outcomes.
- Experience providing comprehensive primary healthcare, including health assessments, preventative care, and chronic disease management.
- Proven ability to work within a multidisciplinary team, including Nurse Practitioners, Community Connectors, and Social Services, with a commitment to shared decision-making, harm reduction principles, and interdisciplinary care planning.
- Experience working with vulnerable populations, including those facing barriers to healthcare access, with the ability to support patients in navigating the healthcare system, facilitate referrals, and coordinate care across multiple services.
- Strong commitment to cultural competency and inclusive practice, with experience providing culturally safe and gender-affirming care, particularly for Aboriginal and Torres Strait Islander peoples, Multicultural peoples, LGBTQIA+ individuals, and other marginalised communities.
- Willingness to participate in ongoing professional development, training, and quality improvement initiatives, contributing to service evaluation and program development.
- Previous experience in homeless healthcare, outreach medicine, addiction medicine, or public health and an interest in preventative and holistic healthcare approaches within a social care model.
- Current Working with Children Check and a commitment to completing Multiagency Risk Assessment and Management (MARAM) training and integrating family violence risk assessment into patient care.
- The successful applicant will also be required to undertake and complete a Satisfactory National Police Check.

Education, Training and/or Competencies

Mandatory

- Registration as a medical practitioner with Medical Board (AHPRA).

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.