

Client Services

Client Services Supervisor – Central Site

76 hours per fortnight (1.0 FTE) Ongoing Position

The Position

Client Services is located within the Organisational Support team and are responsible for providing a wide range of operational administrative services to Bendigo Community Health Services (BCHS) and its diverse client group.

The Client Services Supervisor provides 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 positive experience for all clients with 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.

About Bendigo Community Health Services

BCHS has cared for the health and wellbeing of the Bendigo community for 50 years. We employ more than 280 people across a broad range of services.

The success of BCHS starts with our staff, who have a high level of professionalism and dedication, allowing us to deliver quality services for the community, with a particular focus on vulnerable people.

Added benefits of working with BCHS include:

- Salary packaging
- Purchasing leave
- Study assistance
- Training programs
- Novated leasing
- Fitness Passport

To successfully apply for this position you will need to address the following:

KEY SELECTION CRITERIA

Essential

1. Demonstrated knowledge of practice management principles within a primary health or community health environment.
2. Demonstrated understanding of the Medicare Benefits Schedule (MBS) and associated administrative requirements.

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

For further information about the position contact Kim Wallace on 5406 1200

To view the position description please go to <https://www.bchs.com.au/careers/current-jobs>

Applications addressing the **Key Selection Criteria** should be emailed to recruitment@bchs.com.au

Bendigo Community Health Services encourages applications from individuals of all backgrounds and abilities.

Applications will be acknowledged upon receipt. Applicants are requested to contact People and Culture on telephone 5406 1555 if an automatic acknowledgement has not been received.

