

POSITION DESCRIPTION

Position Title:	Client Services Supervisor
Award:	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022 - 2026
Classification:	Grade 2
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:	76 hours per fortnight (1.0 EFT)
Tenure:	Ongoing
Position description developed:	July 2026
Responsible to:	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 Client Services Supervisor is responsible for the day-to-day coordination and supervision of reception and practice management operations at the Central site of BCHS. The role ensures the delivery of exceptional customer service and administrative support while promoting an outstanding client experience from first contact through to completion of care.

Working under the direction of the Senior Leader Client Services, the Client Services Supervisor provides operational leadership to the Client Services team by coordinating daily workflows, supporting staff, maintaining service standards and ensuring efficient practice management processes across reception, appointments, client registrations, referrals and Medicare billing.

The position plays a key role in ensuring the effective operation of front-of-house services, supporting clinicians and service delivery teams, optimising appointment utilisation and maintaining compliance with Medicare Benefits Schedule (MBS) requirements and other funding and business processes.

The Client Services Supervisor demonstrates a concierge-style approach to customer service, creating a welcoming and inclusive environment while recognising the diverse needs of clients accessing BCHS services. An understanding of the social determinants of health, community health services and barriers to accessing healthcare is essential to ensure clients are connected with appropriate services and supports.

The role contributes to continuous improvement initiatives, promotes best practice in client administration and practice management, and fosters a positive, collaborative and customer-focused culture across the Client Services team.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

- Coordinate day-to-day practice management activities to support efficient clinical operations.
- To continuously provide the highest quality customer service to all clients and stakeholders.
- Assist appointment enquiries, availability, packages and programs and services BCHS has to offer.
- Oversee Medicare billing operations for the Central site, maintaining accuracy and adherence to Medicare requirements.
- 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.
- Demonstrate an understanding of the social determinants of health when responding to client enquiries and supporting access to services.
- 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 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.
- Ensure the smooth day-to-day operation of front reception at the Central site.
- Other duties as directed.

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.

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.
- 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.