

Pathway to Good Health Service Navigator and Program Support

60.8 hours per fortnight (0.8 FTE)
Fixed Term to 30 June 2027

The Position

An exciting opportunity has become available within Bendigo Community Health Services' Pathway to Good Health (PTGH) program for a passionate and experienced professional to join our dedicated team.

We are looking for someone who shares our passion for delivering child and young person-centred care that responds to the needs of children entering out of home care. This is a dynamic role that involves working in collaboration with our multidisciplinary team and in partnership with Child Protection and our broader community to deliver holistic and best care to children entering out of home care.

The PTGH Service Navigator and Program Support Practitioner plays a key role in supporting the multidisciplinary Pathway to Good Health team. Working closely with health practitioners, this position is integral to coordinating intake processes and facilitating the implementation of healthcare plans for children and young people.

This highly collaborative role involves regular engagement with PTGH team members, Child Protection staff, carers, and a range of service providers across the region. As such, strong communication, organisational, and administrative skills are essential.

Offering a diverse and rewarding workload, the position combines service planning and coordination, administrative support, and direct client service delivery, providing an excellent opportunity to contribute to improved health outcomes for vulnerable children and young people.

The Pathway to Good Health (PTGH) program aims to improve access and target services to better meet the health needs of children and young people entering out of home care in Victoria. Servicing the Loddon catchment, the program ensures all children entering care for the first or subsequent time will have their health needs reviewed to ensure they receive the recommended age-appropriate health checks and are referred for necessary screening, assessment and/or treatment services relevant to their needs. Consultation and liaison with child protection and carers is a key part of the model, and children with more complex needs will be referred for a multidisciplinary assessment and the development of a health management plan.

The program is currently funded until June 2027 and delivers services that are accessible and flexible, including outreach to community settings such as schools, early learning centres and residential care. The PTGH team includes experienced clinicians working across medical paediatrics, paediatric nursing, allied health disciplines and care coordination/service navigation.

About Bendigo Community Health Services

Bendigo Community Health Services 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

- Certificate or diploma in a relevant area such as business administration, community services, youth work, mental health.
- Demonstrated relevant experience in a similar health care navigation/Administration role.
- Demonstrated understanding of the issues which impact vulnerable families in the Loddon Region, including an understanding around trauma, child development and attachment.
- Strong written and verbal communication skills, and ability to build relationships and collaborate effectively with others.
- Excellent organisational and time management skills that ensure timelines are met.
- Strong proficiency in the Microsoft Office Suite, including Word and Excel, with demonstrated experience using Client Management and Health Information Systems.
- Demonstrated skills and experience in assisting families where children are at risk and a sound understanding of the service system and referral pathways for families.
- Demonstrated ability to work as a member of a multidisciplinary team.
- A current employee Working with Children Check and Driver's Licence.
- The successful applicant will be required to undertake and complete a satisfactory National Police Check.

Desirable

- Understanding of broad service health and wellbeing system for children and families.
- Experience in use of TrakCare and Best Practice software.
- A passion for working with children and families to increase health literacy and enhance health and wellbeing.

For further information about the position contact Melissa Rockes Senior Leader Paediatrics and Early Years on 0437 467 902.

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 Human Resources on telephone 5406 1555 if an automatic acknowledgement has not been received.