

## Employee Position Description

Position Details		
<b>Position Title:</b> Service Support Worker	<b>Department:</b> Intake/Access	<b>Agreement:</b> Victorian Stand Alone Community Health Services (Health and Allied Health Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022
<b>Reports To:</b> Intake Manager	<b>Location:</b> Main site Doncaster - maybe required to work and travel across all AccessHC sites	
<b>Direct Reports:</b> None	<b>Employment Status:</b> <b>Casual</b>	<b>Classification:</b> HSU clerical worker Grade C Year 5+
Position Primary Purpose		
<p>Act as AccessHC brand ambassadors to support the wider community in accessing our integrated services to improve their way of life. With a commitment to supporting those in the greatest need to find the service they require. As one of the first points of contacts for the organisation, the Support Worker provides timely and consumer driven service, processing referrals, monitoring correspondence and providing administration support essential to the Intake team.</p>		
Decision Making Authority	Key Relationships	
<b>Decisions made independent of Manager</b> <ul style="list-style-type: none"> <li>Ability to make a contribution towards improving Intake processes and procedures</li> </ul>	<b>Internal</b> <ul style="list-style-type: none"> <li>.General Practitioners</li> <li>.Reception Team</li> <li>.Mental Health Intake Team</li> <li>.Child and Family Intake Team</li> <li>.Clinical Team Leaders and Clinicians</li> </ul>	<b>External</b> <ul style="list-style-type: none"> <li>• My Aged Care team</li> <li>• RAS and ACAS assessors</li> <li>• GP clinics</li> </ul>

*This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.*

Key Accountabilities	
Focus Areas	Responsibilities
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Answer internal and external communication in a timely and professional manner</li> <li>• Deliver exceptional customer focused service to provide clients with information about the service system that addresses their query</li> <li>• Establish and maintain effective working relationships and communication processes with relevant external agencies</li> <li>• Work closely with staff and community to ensure equity of access (particularly for disadvantaged groups with the community) to the range of services and programs AHC provides</li> </ul>
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Understand and apply knowledge areas including funding sources and relevant legislation</li> <li>• Comply with AccessHC policies, procedures and standards</li> <li>• Complete tasks within the Intake time frame guidelines to ensure efficient delivery of services to clients</li> <li>• Monitor and manage the Intake email inbox</li> <li>• Follow procedure to register emailed/faxed referrals through various portals</li> <li>• Send reminder sms' to confirm appointments (for clients opting in)</li> <li>• Keep up to date with procedures and other changes including Workbook services updates</li> </ul>
<b>Team Work</b>	<ul style="list-style-type: none"> <li>• Maintain appropriate communication processes with staff in a manner that supports the AccessHC systems</li> <li>• Foster collaborative relationships with all internal and external stakeholders</li> <li>• Participate in training as required by organisational change and growth</li> <li>• Actively participate in relevant continuing professional development as required</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Maintain health related documentation in an appropriate AccessHC recognised format</li> <li>• Collect and maintain all appropriate client statistical data</li> <li>• Utilise data bases as required to facilitate appointment making including Trak, MAC portal, PracSoft and Ocom</li> </ul>

<b>AccessHC Values</b>	<ul style="list-style-type: none"> <li>• Through actions and behaviour, demonstrate AccessHC Values of; <b>Equity, Collaboration, Integrity, Accountability, Innovation</b> and <b>Excellence</b>.</li> </ul>
<b>Governance and Compliance</b>	<ul style="list-style-type: none"> <li>• Act in accordance with AccessHC's policies, procedures and code of conduct</li> <li>• Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position</li> <li>• Participate in mandatory training requirements to support the delivery of a safe and effective service</li> <li>• Oversee professional governance for the dental team to ensure maintenance of professional and organisational</li> </ul>

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	<p>standards in consultation with relevant stakeholders</p> <ul style="list-style-type: none"> <li>• In consultation with relevant stakeholders, ensure that service providers work within approved scope of practice</li> <li>• Participate in professional supervision as appropriate</li> <li>• Ability to make a contribution towards effective risk management</li> <li>• Take personal responsibility for the quality and safety of work undertaken</li> </ul>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>• Act in accordance with health and safety policies and procedures at all times</li> <li>• All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct</li> <li>• Treat others with respect and always behave professionally and in accordance with the AccessHC Code of Conduct</li> </ul>

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Selection Criteria	
<p><b>Standard selection criteria items</b></p> <ul style="list-style-type: none"> <li>• Police Check</li> <li>• Working With Children Check</li> <li>• Driver's Licence</li> </ul> <p><b>Qualifications, registrations and experience</b></p> <ul style="list-style-type: none"> <li>• Relevant health qualification and/or work experience community health or health service agency</li> <li>• Call centre experience with a focus on customer experience</li> <li>• Proficiency in Microsoft Office and relevant software applications</li> </ul>	<p><b>Key skills and attributes</b></p> <ul style="list-style-type: none"> <li>• Strong communication and interpersonal skills to foster strong stakeholder relationships</li> <li>• Effective time management and prioritisation skills</li> <li>• High level of accuracy and attention to detail</li> <li>• Strong analytical and problem solving skills</li> <li>• Demonstrated ability to foster a strong team culture</li> <li>• Demonstrated behaviours consistent with AccessHC values</li> </ul>
<p><i>AccessHC is a Child Safe Organisation.</i></p> <p><i>AccessHC actively supports an inclusive culture and celebrates its diversity. We encourage applications from people with disabilities, diverse genders and sexualities, Aboriginal peoples and people from a culturally and/or linguistically diverse background.</i></p>	

Authorisations	
<p><b>Employee Name:</b></p> <p><b>Signature:</b> _____</p> <p><b>Date:</b>    /    /</p>	<p><b>Manager Name:</b></p> <p><b>Signature:</b> _____</p> <p><b>Date:</b>    /    /</p>

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