

Position Description

Service Access Officer

Position Title:	Service Access Officer
Position Number:	N/A
Manager/Supervisor:	Service Access Manager
Division:	People & Culture, Quality & Safety
Program:	Service Access
Primary Location:	2A Gardeners Road, Bentleigh East, VIC 3165
Other Location:	Bay Road, Cheltenham
Classification Grade & Level:	Casual – HSU1 Clerical Worker
Enterprise Agreement or Award:	Health and Allied Services, Managers and Admin: Victorian Stand-Alone Community Health Centres (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022
Mode of Employment:	Casual

Better Health Network

Better Health Network (BHN) encompasses more than 22 locations and has over 800 staff work in multi-disciplinary teams to deliver health and disability outcomes. BHN is a responsive and agile community health service, providing a wide range of healthcare, social support, disability, and welfare services for all members of the community.

BHN provides services spanning all periods of life including specialist childhood, youth, and aged care services. In achieving its vision of health and wellbeing for all, BHN is guided by our distinct service principles which include working with people and communities to achieve their health goals, understanding the context in which people live their lives, providing friendly, affordable, and holistic service.

Position Objective

Intake: To manage the new client intake process in a professional, responsive, and person-centred manner, in line with Connect Health policies, consumer goals and allocated funding streams.

1. Record statistical data and provide required reports as appropriate.
2. To follow and promote safe work practices and procedures as per the Connect Health Policies and Procedures.
3. Participate in meetings, workshops and professional development programs.
4. Assist with service reviews and development and other quality and clinical governance programs as required.
5. To comply with the policies and procedures of the Intake Service and Connect Health

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Customer Service: To provide quality customer service both on-site and on the phone to all clients, workforce and members of the community.

1. Proactively undertake all reception tasks and ensure daily tasks are prioritized and completed whilst maintaining focus and exceptional customer service.
2. Provide administration and support services to the organization with maximum efficiency and effective use of various client management systems, processes and procedures.

Key Responsibilities

Intake Duties

- Perform initial needs identification of clients consistent with Connect Health Intake procedures.
- Check eligibility, client risk and priority of access of presenting clients to referred service.
- Collect all information in a sensitive manner, with particular regard to culture, language, special needs, privacy and confidentiality requirements and legislation
- Capture all mandatory client details into our client management system - Trakcare
- Provide client education where necessary or as opportunities arise, promoting health and well-being. This may include information on Connect Health and community resources.
- Provide assisted referral for clients not eligible for Connect Health.
- In conjunction with the different services, develop smooth client entry processes highlighting priority of need for service, eligibility, and consumer risk.
- Provide knowledge and advice regarding the intake system to clients, referrers, agencies and staff.
- Assist in the development of documents, policies and procedures relating to services
- Liaise with other service agencies and participate in Service Coordination working groups within the Primary Care Partnership and Primary Health Network
- Support the Needle and Syringe program including assisting clients to access supplies, data collection and maintaining stocks.

Customer Service (Reception) Duties

Client Management System (CMS)

- Knowledge of key CMS used by Community Health services (Trak, Titanium etc)
- Informing relevant staff of client arrival to appointments on (Trak/Titanium system)
- Managing waitlists, referrals and cancellation lists for clients and patients.
- Ability and responsibility for determining eligibility on a case-by-case basis for all dental clients.
- Registration of new dental patients.
- Enter and be accountable to ensure that all data is updated and entered correctly.
- Provide administrative support to staff in relation to system queries.

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Customer Service

- Provide a courteous friendly and efficient reception and telephone service and direct contact to people attending or contacting Connect Health, providing information about services and activities offered.
- Make appointments for clients and support clients with referrals to other services where appropriate i.e. dental and primary health appointments.
- Confirm client/patient appointments and advise staff as required and determined.
- Operate the telephone system efficiently, responding to all telephone enquiries within 4 rings, forwarding, redirecting calls and/or taking messages.
- Coordinate interpreting services for clients as required.
- Observe strict confidentiality in accordance with the policies and procedures of the organisation.
- Assist and liaise with other staff regarding their client /patients.

Administration

- Undertake daily opening and closing procedures, including requirements relating to security processes and systems.
- Maintain and update all records pertaining to clients including daily contacts with service providers, and new client registrations.
- Administer CDBS or other health / dental related claims, developing capacity to complete to reconciliation.
- Coordinate and organise client records including filing and scanning of x-rays and paperwork, as required.
- Liaise with other reception staff to ensure cancelled appointments are filled, in a timely manner, at all times.
- Collect and receipt all monies from clients/patients, including other financial transactions (donations, other payments).
- Daily reconciliation and preparation of all monies for banking.
- Accountable for entering and claiming money by use of Eftpos facilities.
- Responsibility for Monitoring in/out board by updating staff whereabouts and ensuring accurate visitors information on the electronic in/out board including staff on home visits.
- Support and manage car and room bookings as required.
- Ensure a sound knowledge of medical records processes, collaborating with staff as required or during absence of the medical records clerk.
- Monitor daily transfer of medical records between East Bentleigh and Cheltenham locations
- Collaborate with other services i.e. Cheltenham and other tenants re facilities/parking.
- Assist with the compilation of various internal or external reports or data collection as required
- Administrative support to the Connect Health workforce.

Other

- Responsible for maintaining the presentation of the reception office and waiting areas ensuring the area is welcoming, clean and tidy. Continually monitor pamphlets and brochures ensuring they are current and contain relevant information.
- Responsible to be informed about how the security monitor and duress systems work.

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- In accordance with higher duties delegation, responsibility for authorization of HR3 Kiosk timesheets when the Service Access Manager is on leave (as determined and agreed).
 - To meet, and strive to exceed, personal and team deliverables as set by Connect Health in areas such as Safety, Efficiency and Effectiveness etc.
 - Undertake other duties as required and negotiated with the Service Access Manager or Executive Management.
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Organisational Values

All positions are required to follow the BHN values of respect, kindness, accountability, and innovation to guide their actions and behaviours towards employees and clients.

Organisational Responsibilities

All positions are required to:

- Comply with BHN safety policies and procedures including a responsibility to participate in the development of a safe and healthy workplace. All employees must follow safe work practices for their own health and safety, and that of others. This includes ensuring work is undertaken safely and that injuries, accidents, near misses and potential hazards are reported immediately. Managers / Team Leaders must identify, assess, manage, and review risks to the health and safety of employees, contractors, and clients.
- Participate in the established quality and safety systems to ensure that safe high-quality care is always provided to all clients. This includes assisting BHN to maintain quality accreditation standards by identifying and participating in the development and implementation of quality improvement initiatives.
- Ensure a Duty of Care by taking reasonable steps to protect themselves, their colleagues and clients from injury or harm. This includes ensuring that adequate supervision/support is provided to all clients.
- Familiarise themselves with and abide by BHN policies, procedures, values, and Code of Conduct.
- Comply with the principles of equity by promoting gender equality and creating a culture, conditions and practices that are inclusive and equitable for all genders and equity for individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and LGBTI+ community to apply.
- Follow legislative responsibilities and compliance requirements (including the child safety standards) for keeping children and families safe with BHN committed to the safety of children and families and ensuring they are protected from abuse, neglect, and violence.

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Working Relationships

Direct Reports	<ul style="list-style-type: none"> • None
Internal working relationships include	<ul style="list-style-type: none"> • Service Access team • All allied health disciplines and Dental team
External working relationships include	<ul style="list-style-type: none"> • Suppliers • External agencies including DHSV • MAC • Referrers

Key Selection Criteria

Essential Skills & Experience	<ul style="list-style-type: none"> • Experience in a multidisciplinary health care environment • Previous experience with the Trakcare and Titanium Client Management System preferred • Understanding of multiple funding sources an advantage • Demonstrated understanding of the principles and practices of integrated health promotion • Experience in a full range of administrative duties (filing, phone, appointments, system processing)
Essential Attributes	<ul style="list-style-type: none"> • Good telephone voice and manner. • Well-developed communication and IT skills • Well-developed multi-tasking skills and attention to detail • Problem solving and decision-making skills
Qualifications / Registrations Requirements	<ul style="list-style-type: none"> • A Valid Working with Children Check and Police Check are mandatory. • Employees working in a NDIS Risk Assessed Role are required to provide a NDIS Worker Screening Check Clearance. • Employees must maintain and keep up to date all mandatory compliance requirements (Working with Children Check, Police Check, Professional Registration and NDIS Worker Screening Check (if relevant)), related to their position at their own cost. • Under the <i>COVID-19 Mandatory Vaccination (Specified Facilities) Directions</i>, Connect Health are required to collect, record, and hold vaccination information about all employees and are not able to permit an employee who is not fully vaccinated to work onsite unless an approved Medical Exemption applies. Employees must be able to comply with this requirement.

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Compliance

Compliance Responsibilities:

- It is the responsibility of both the Manager and Incumbent(s) of the role to ensure the employee(s) performing the role meet relevant requirements of Professional Standards/Codes of Conduct imposed by AHPRA, National Boards, or under Industry Codes.

Probity checks must be completed as indicated

<input checked="" type="checkbox"/> National Police Check/Criminal Record Check [Mandatory]	<input checked="" type="checkbox"/> Working with Children Check
<input type="checkbox"/> NDIS Worker Screening Check	<input type="checkbox"/> Aged Care statutory declaration
<input type="checkbox"/> AHPRA Registration	<input type="checkbox"/> Discipline Specific Vaccination (Flu / Hep B)
<input checked="" type="checkbox"/> Evidence of Right to Work in Australia [Mandatory]	<input checked="" type="checkbox"/> COVID 19 Vaccination(s) [Mandatory]

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Person who completed and authorised the Position Description

Position Title: Service Access Manager

Division/Program: People and Capability

Employee Declaration: I have read, understood, and acknowledge the contents of this Position Description.

Employee Name:

Employee Signature:

Date:
