



# Service Navigator – Brimbank Melton Children’s Health and Wellbeing Local (Level 2)

## Success Profile

As at 20/02/2025

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| <p><b>You will make a difference by</b></p>                       | <ul style="list-style-type: none"> <li>• Creating a welcoming, inclusive and culturally safe environment for families at the Brimbank Melton Children’s Health and Wellbeing Local (either at the physical site or through telehealth or digital health services)</li> <li>• Conducting holistic initial screenings and needs identification for families that are new or returning to the service.</li> <li>• Supporting smooth transitions and facilitating meaningful connections for families throughout their journey with relevant internal and external services.</li> <li>• Providing administration support as an integrated member of Brimbank Melton Local multi-disciplinary team</li> <li>• Developing and maintaining resource database of, and liaising with, external child and family services that support families in the Brimbank Melton LGA’s.</li> <li>• Educating families and referrers about the Children’s Local, informing them about the services offered and what they can expect from the Children’s Local</li> </ul> |
| <p><b>To succeed, you will need</b></p>                           | <ul style="list-style-type: none"> <li>• A passion for working with children &amp; families to enhance their health and wellbeing</li> <li>• Experience working in a community, dental and/or health setting</li> <li>• Ability to work collaboratively in a multi-disciplinary team</li> <li>• Ability to provide culturally inclusive &amp; safe support to a diverse community</li> <li>• Current, valid Victorian Working with Children’s Check and driver’s licence.</li> </ul> <p><i>Highly Regarded</i></p> <ul style="list-style-type: none"> <li>• Relevant certifications in health administration, peer support work, etc</li> <li>• Lived experience as a parent or carer of a child navigating the health system</li> <li>• Culturally or linguistically diverse background with strong connections to local community of Brimbank and/or Melton</li> <li>• Advocacy skills or experience</li> </ul>   |
| <p><b>You will improve and promote One Team IPC Health by</b></p> | <ul style="list-style-type: none"> <li>• Acting with purpose, measuring our results, and celebrating achievements (<i>We make a difference</i>)</li> <li>• Going above and beyond, demonstrating understanding and respect for our communities and each other (<i>We are passionate</i>)</li> </ul>   |

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|  | <ul style="list-style-type: none"> <li>• Learning, experimenting and innovating (<b>We are creative</b>)</li> </ul>   |
| <b>We will contribute to your success by</b> | <ul style="list-style-type: none"> <li>• Providing opportunities for you to share what is important to you, your wellbeing, and what you need.</li> <li>• Aligning the contribution you make to IPC Health’s strategy.</li> <li>• Guiding you in what to do, when and how to do it.</li> <li>• Developing your skills with regular feedback and exploring career opportunities.</li> <li>• Ensuring you feel fulfilled at the end of each workday.</li> <li>• Being committed to maintaining a barrier-free environment for all and welcoming individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTI communities.</li> </ul>   |
| <b>Key Deliverables and Measures</b>         | <ul style="list-style-type: none"> <li>• Families feel welcomed, included and safe when entering the Children’s Local either in person or virtually</li> <li>• Families receive connected and integrated services and supports, from within and external to the Children’s Local, facilitated by effective goal setting at initial engagement and strong stakeholder engagement.</li> <li>• Multi-disciplinary teams receive efficient administration and service navigation support that supports achieving a family’s goals</li> <li>• Partnering with families to identify and overcome barriers to accessing services</li> <li>• Actively participate in multi-disciplinary case conferences and case allocation meetings – informing the team of a families initial presentation and providing ongoing support as indicated</li> <li>• Participation in and delivery on the Brimbank Melton Local’s Team Charter</li> <li>• Foster strong partnerships with key stakeholders in Brimbank and Melton</li> </ul> |
| <b>Team</b>                                  | <ul style="list-style-type: none"> <li>• Brimbank Melton Children’s Health and Wellbeing Local</li> </ul>   |
| <b>Reports to</b>                            | <ul style="list-style-type: none"> <li>• Team Leader, Brimbank Melton Children’s Health and Wellbeing Local</li> <li>• Manager Children’s Health and Wellbeing Local</li> </ul>   |
| <b>Key relationships</b>                     | <p>Manager Child and Family Health and Wellbeing Services</p> <ul style="list-style-type: none"> <li>• Brimbank Melton Local staff including:</li> <li>• Western Health Paediatricians and Paediatric Allied Health</li> <li>• Royal Children’s Hospital Mental Health Clinicians</li> <li>• IPC Health Local staff</li> <li>• Families with children aged 0-11 years in Brimbank Melton</li> <li>• IPC Health staff</li> </ul>   |

- Brimbank Melton Community Members and service organisations

## Our Purpose

Improve quality of life for the people and communities we serve by maximising access to health and wellbeing services.

## Our Values

### We are passionate

We go above and beyond, demonstrating understanding and respect for our communities and each other.



### We make a difference

We act with purpose, measure our results and celebrate achievements.



### We are creative

We learn, experiment and innovate.

