

# Employee Position Description



Position Details		
<b>Position Title:</b> Allied Health Program Support Officer	<b>Department:</b> Allied Health & Chronic Disease Care	<b>Reports To:</b> Senior Manager Allied Health & Chronic Disease Care
<b>Primary Work Site:</b> Hawthorn, Doncaster, Richmond and Lilydale	<b>Is travel between sites required?</b> <input checked="" type="checkbox"/> Yes	<b>Is hybrid working available for role?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Employment Status</b> <input checked="" type="checkbox"/> Permanent <input checked="" type="checkbox"/> Part time 0.6EFT		<b>Does the role have direct reports?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Enterprise Agreement:</b> VICTORIAN STAND-ALONE COMMUNITY HEALTH SERVICES (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE OFFICERS) MULTIPLE ENTERPRISE AGREEMENT 2022-2026		<b>Classification:</b> Grade 2
Position Primary Purpose		
<p>The purpose of this position is to support the effective and efficient operations of the Allied Health &amp; Chronic Disease Care team through administration and operational support to the leadership team.</p>		

Key Accountabilities	
Focus Area	Responsibilities
<b>People Centred</b>	<ul style="list-style-type: none"> <li>Proactively contributes to a warm and welcoming environment for all.</li> <li>Demonstrates openness, inclusiveness, sensitivity, and respectful interactions with all people.</li> <li>Listens to, understands and demonstrates empathy and respect through words and actions.</li> </ul>

Key Accountabilities	
Focus Area	Responsibilities
<b>Consumer Directed Care Coordination</b>	<ul style="list-style-type: none"> <li>• Support client engagement and coordination to enable seamless consumer directed care service delivery across Allied Health. Consumer directed care clients are funded through NDIS, Home Care Package, Medicare Benefits Schedule and Private Health Insurance clients.</li> <li>• Work collaboratively with Business Intelligence, Service Access and Finance to ensure data integrity and accurate billing for services delivered.</li> </ul>
<b>Access to Care</b>	<ul style="list-style-type: none"> <li>• Work collaboratively and in partnership with Service Access to ensure clients accessing care can do so quickly and efficiently.</li> <li>• In partnership with Service Access and Allied Health management team monitor demand management and prioritisation where appropriate for consumer directed care clients.</li> <li>• In partnership with Service Access Manager, Business Development Manager and Allied Health management team, identify service growth opportunities.</li> <li>• Support the monitoring of appointment books to ensure occupancy rates remain high and enable clinicians to spend time providing care to clients, rather than managing appointment scheduling.</li> </ul>
<b>Collaboration &amp; Innovation</b>	<ul style="list-style-type: none"> <li>• Work collaboratively with managers, staff and service access to ensure where appropriate care and appointments are coordinated for consumer directed care clients across the multi-disciplinary teams.</li> <li>• Proactively build and maintain relationships and key partnerships with consumer directed care service commissioners including: <ul style="list-style-type: none"> <li>○ external Home Care Package service providers,</li> <li>○ NDIS participants, support coordinators and plan managers</li> <li>○ GPs and practice Managers referring clients via MBS funding</li> <li>○ Private Health Insurance providers</li> </ul> </li> </ul>
<b>Risk Quality &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Contribute to organisational risk, quality and safety systems being implemented across the team</li> <li>• Contribute to and comply with regulatory, contractual and organisational requirements; including contribution to preparation for accreditation activities.</li> <li>• Contribute to the development, review and implementation of policies and procedures to support compliance in providing quality work.</li> </ul>

Key Accountabilities	
Focus Area	Responsibilities
<p><i>Beyond the key accountabilities specific to the role, all employees are expected to demonstrate the values of the organisation and the capabilities set out in the AccessHC Core Capability Framework (Attachment 1). The position description outlines the key accountabilities of the role but is not exhaustive. All employees will be expected to comply with their manager's directions when and as required, which may include completion of duties not listed in this document.</i></p>	

Selection Criteria	
<b>Screening Requirements</b>	<div> <input checked="" type="checkbox"/> Police Check <input checked="" type="checkbox"/> International Police Check (if lived overseas in last 10 years) </div> <div> <input checked="" type="checkbox"/> Working with Children Check <input checked="" type="checkbox"/> NDIS Worker Screening </div> <div> <input checked="" type="checkbox"/> Australian Driver's License </div>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Qualifications in Business or Administration desirable but not essential.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>At least 2 years of experience providing administration and operational support within the health sector</li> </ul>
<b>Demonstrated Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>Good knowledge of health care funding streams</li> <li>Strong communication and interpersonal skills with ability to liaise effectively with people at all levels</li> <li>Demonstrated experience in implementing improvement initiatives</li> <li>Demonstrated ability to relate to people from a diverse range of social, cultural and ethnics backgrounds</li> <li>Effective time management and prioritisation skills</li> <li>Well-developed presentation skills</li> <li>High level of accuracy and attention to detail</li> <li>Proficiency in Microsoft Office and relevant software applications</li> </ul>
<p>Access Health and Community is an equal opportunity employer committed to providing an inclusive working environment that embraces and values all people, regardless of cultural background, age, gender identity, sexuality or lived and living experience. We value the diversity and strength of Aboriginal and Torres Strait Islander cultures and are committed to delivering on our vision for reconciliation through our recruitment and employment practices.</p>	

**Authorisations**

**Employee Name:**

**Signature:** \_\_\_\_\_

**Date:**    /    /

**Manager Name:**

**Signature:** \_\_\_\_\_

**Date:**    /    /