

Seniors Lifestyle Victoria – Administrator

Employment basis: Fixed term position time-limited and contingent on the funding and duration of the Seniors Lifestyle Victoria pilot program. There is no expectation of ongoing employment beyond the funded pilot period that ends on June 2028. Any continuation would require separate approval and funding.

Success Profile

As at 23/12/2025

You will make a difference by	<ul style="list-style-type: none"> • Supporting older people to remain active, connected, and independent through the Seniors Lifestyle Victoria pilot program, delivering a time-limited intervention funded until June 2028. • Provide responsive and welcoming program support by assisting participants with enquiries related to the Seniors Lifestyle Victoria initiative, ensuring timely and positive communication with families and stakeholders. • Build and maintain strong relationships with participants, community partners, and multidisciplinary teams through open communication and knowledge sharing to enhance participant experience and program outcomes. • Maintaining client confidentiality and discretion regarding client information, appointments and client interactions. • Ensuring the Wellbeing Navigator, Wellbeing Coordinator and Team Leader are aware of any issues which may impact on service delivery and or any issues which may impact on the team. • Working on site to provided face to face support to clients. • Working at any of our campuses as required.
To succeed, you will need	<ul style="list-style-type: none"> • Previous experience in customer service preferably within the medical, community, dental and/or health environment. • Demonstrated ability to work under pressure in a high-pressure environment. • Demonstrated ability to work cohesively within a team environment and ability to work autonomously. • Demonstrated high level interpersonal and communication skills, both written and verbal. • Passion for supporting older persons to build knowledge, skills and confidence to self manage their health • Experience working in a community health setting • Strong technical skills with ability to adapt to new platforms and client management systems. • Current Working with Children's Check.

You will improve and promote One Team IPC Health by	<ul style="list-style-type: none"> Acting with purpose, measuring our results, and celebrating achievements (We make a difference) Going above and beyond, demonstrating understanding and respect for our communities and each other (We are passionate) Learning, experimenting and innovating (We are creative)
We will contribute to your success by	<ul style="list-style-type: none"> Providing opportunities for you to share what is important to you, your wellbeing, and what you need. Aligning the contribution you make to IPC Health's strategy. Guiding you in what to do, when and how to do it. Developing your skills with regular feedback and exploring career opportunities. Ensuring you feel fulfilled at the end of each workday. 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.
Key Deliverables and Measures	<ul style="list-style-type: none"> Support referrals to and from the program, ensuring appropriate information sharing and follow-up Make positive contributions to the overall functionality of the team Identify and report incidents, hazards, risks or building maintenance issues as they occur Participate in continuous improvement initiatives and training as required Develop and maintain harmonious, effective relationships with all staff, professional groups and external community and key stakeholders Achievement of individual and team based Key Performance Indicators

Team	<ul style="list-style-type: none"> Seniors Lifestyle Victoria
Reports to	<ul style="list-style-type: none"> Team Leader / Allied Health Senior Manager
Key relationships	<ul style="list-style-type: none"> Patient centred care for individuals who attend IPC Health services including their carers and families. IPC Health internal teams including but not limited to Allied Health, Medical Services, Refugee Health, Care Finders and Aged Care Local hospital services and private specialists. Local health networks including nursing services, General Practitioners and external agencies who provide services across Wyndham, Hobson's Bay, Brimbank and Melton areas.

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.

