

Employee Position Description

Position Details		
Position Title: Care Navigators Program Support & Data Officer	Department: Medical	Agreement: Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022-2026)
Reports To: Care Navigators Program Manager	Location: Hawthorn Doncaster	
Direct Reports: Nil	Employment Status: Part time, Fixed Term	Classification: Grade 2
Position Primary Purpose		
The Program Support & Data Officer will provide operational, contract management and administrative support for the Care Navigators Program at AccessHC. The Program Support & Data Officer works as part of the Care Navigator Program team, reporting to the Care Navigators Program Manager. The role will work closely with and assist the Care Navigator Program Manager to establish, operationalise and maintain the Care Navigation Program to support quality care navigation service delivery in alignment with the EMPHN contract requirements. Stakeholder relationships and collaboration with funding bodies and partner agencies may be required as part of this position.		
Decision Making Authority	Key Relationships	
Decisions made independent of Manager Decisions as per the AccessHC Delegation framework	Internal - Care Navigation Program team - Mental Health and AOD team - Executive Lead Primary Care; Executive Lead Mental Health & AOD; Senior Manager Medical & Primary Care Strategy; Senior Manager Mental Health & AOD; Care Navigator Program Manager - Care Navigators - AccessHC Hawthorn General Practice - AccessHC Finance and People and Culture teams	External - Eastern Melbourne PHN - Care Navigator Program partner agencies, including the University of Melbourne and recruited General Practices - Referrers and referral pathway providers and key stakeholders

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
Reporting and Contract Management	- Assist with the monitoring of program budgets and service level agreements with partner agencies - Assist with quarterly/six monthly/annual EMPHN Care Navigator program reports and other ad hoc reporting - Liaise with the data and management teams to ensure that high quality data is recorded and disseminate data reports to relevant staff, managers and partner agencies as required - Support the Cre Navigator program to meet required targets, KPIs and quality processes and ensure that contract deliverables for the program are delivered on time - Provide other general administrative support for Care Navigator Program.
Program Implementation, Development & Evaluation	- Work with the Care Navigator Program Manager to develop appropriate processes and systems to support program delivery and to identify and pursue service development opportunities as required. - Disseminate materials, information and other documents to key stakeholders to support the implementation of the Care Navigators Program and establish smooth referral pathways for patients from the service to other providers - Assist with the evaluation of the Care Navigator Program in line with AccessHC and funding body requirements
Partnerships and Networking	- Assist with community engagement and capacity building activities with local stakeholders when required. - Maintain strong, collaborative relationships with partner agencies and funding bodies (including EMPHN) - Provide administrative support if required to the partners agencies, including minutes and agendas for relevant meetings - Coordinate relevant training/professional development group sessions and community of practice events if required. - Represent the service as required in a professional, courteous and empathic manner
Integration with AccessHC: Governance and Compliance	- Act in accordance with AccessHC's policies, procedures and code of conduct. - Actively participate and contribute to AccessHC service integration activities as requested by the Senior Manager Medical & Primary Care Strategy; Senior Manager Mental Health & AOD and Care Navigator Program Manager. - Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position. - Participate in essential training requirements to support the delivery of a safe and effective service. - Actively participate in relevant continuing professional development as required

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.

Version No: 1	Last Updated: 11/06/2025	Author: N. Richardson	Approved By: D. Wilkinson	Page 2 of 5
---------------	--------------------------	-----------------------	---------------------------	-------------

Key Accountabilities	
Focus Areas	Responsibilities
Workplace Health and Safety	• Act in accordance with health and safety policies and procedures at all times. • 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. • Ensure that work and services are provided in a safe manner at all times by regularly reviewing practices and environment and by participating in Health and Safety training as required
AccessHC Values	• Through actions and behaviour, demonstrate AccessHC values of: – Respect – Equity – Innovation – Quality – Collaboration

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.

Selection Criteria	
Standard selection criteria items • Police Check • International Police Check (<i>mandatory if lived/work overseas in past 10 years</i>) • Working With Children Check • NDIS Worker Check • COVID-19 Vaccination Certificate (3 doses) Qualifications, registrations and experience • Relevant qualifications and/or demonstrated experience in project administration, project management or program support roles • Demonstrated ability to meet targets and deadlines within a project framework • Experience with contract administration and support in a healthcare setting (<i>experience working with Primary Health Network contracts is highly desirable</i>) • Proficiency in Microsoft Office and relevant software applications. • Experience using Fixus, TrakCare or other electronic health records/client management systems (<i>desirable</i>)	Key skills and attributes • Strong communication and interpersonal skills, including presentation and report-writing skills • The ability to work respectfully and creatively with diverse populations, including First Nations peoples, LGBTIQ+ and CALD communities • Ability to think creatively and respond flexibly to communication demands across various mediums (including various databases, client management systems, written/verbal requests and others) • The ability to produce high quality documents, databases and reports • Excellent time management skills and ability to prioritise tasks and workload • High level of accuracy and attention to detail • Strong analytical and problem solving skills • Demonstrated ability to work autonomously and in a team environment • Commitment to continuous quality improvement and health promotion principles • Demonstrated behaviours consistent with AccessHC values
<i>AccessHC is a Child Safe Organisation.</i> <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>	

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.

Authorisations				
Employee Name: Signature: _____ Date: / /		Manager Name: Signature: _____ Date: / /		
<i>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.</i>				
Version No: 1	Last Updated: 11/06/2025	Author: N. Richardson	Approved By: D. Wilkinson	Page 5 of 5