



Position Description

| | |
|--|--|
| Position Title | Service Access Worker |
| Position Number | |
| Position Status | 0.6 Fix Term Until 30/4/2022 |
| Program Area | Service Access |
| Award/Agreement/ Classification | Health & Allied Services, Managers & Administrative Officers Multiple Enterprise Agreement – Management & Administrative Officer Grade 2 |
| Reports To | Program Manager, Service Access [P0625] |
| Contact | Jenny Xerri |
| Contact Phone Number | 0475 945 702 |

cohealth is one of Australia's largest community health organisations delivering a range of health and support services across Melbourne's CBD, northern and western suburbs.

cohealth's mission is to strengthen community and make a difference to the lives and wellbeing of people, particularly of those who experience stigma and the risk of marginalisation. We create impact through a powerful combination of advocacy, innovation in service delivery, and partnership with consumers, communities and other stakeholders.

With over 30 sites cohealth provides a range of vital local health and support services including medical, dental, allied health, mental health, and counselling, and many specialist health services. More information about cohealth is available on our website www.cohealth.org.au.

Staff enjoy being part of a supportive environment with strong leadership and a collegiate and communicative approach. A not for profit organisation built on strong values, cohealth's commitment to all staff and volunteers is to ensure a positive and supportive work environment.

cohealth is a child safe and equal opportunity employer that offers generous salary packaging and opportunity to undertake professional training and development opportunities. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.

| | |
|---|---|
| Owner Gordon Conochie | Approved by Gordon Conochie (Executive Sponsor) Date: February 2018 |
| Scheduled review: February 2019 | Document Number: 1.0 |

Site/Program Profile

The Service Access Team is a centralised intake and information service for individuals referred to, or interested in accessing, allied health and other cohealth services. The Service Access Team strives to provide a responsive, timely, and seamless experience for clients and referrers. The team is based in Footscray.

Position summary

The Service Access Worker is instrumental in creating and providing a timely, positive, highly responsive, and seamless experience for clients accessing a range of cohealth services. The core function of the position involves responding to telephone and email enquiries and referrals for our services, assessing needs and eligibility, providing information, assisting clients to understand and navigate health services (including referral to other services as relevant); and the promotion of relevant cohealth services to clients and referrers.

Position Responsibilities

- Provide flexible and timely point of entry for clients wishing to access services at cohealth. Displaying courteous, friendly and helpful service at all times.
- Manage the seamless flow of clients to services which includes:
 - The completion of an initial needs identification for people accessing services for the first time or seeking services for additional needs
 - Explaining privacy and consent considerations
 - assisting clients to understand, navigate and access health and community services (both internally and externally);
 - Assessing eligibility and where necessary, priority for cohealth services;
 - Providing clients with appointments or placing them on the appropriate waiting list/s.
 - Handling calls and requests to reschedule and/or cancel appointments
- Management of external referrer requirements around acceptance / rejection of referrals, communication, and billing e.g. My Aged Care
- Maintain appropriate electronic health records, including up-to-date case notes according to the Health Records Act and cohealth service protocols.
- Regulate own behaviour, acts appropriately in the execution of duties, and maintain effective working relationships with staff.
- Attend and participate in team and organisational activities, including meetings, forums, training and supervision.
- Participate in quality improvement projects, particularly the ongoing development of service access systems as negotiated with the Program Manager.
- Participate in and/or undertake all other duties consistent with the strategic directions of cohealth.

Position Requirements (qualifications, skills, knowledge and attributes)

Qualifications, skills and attributes and the critical behaviours a person is required to have:

| | |
|---|---|
| Owner Gordon Conochie | Approved by Gordon Conochie (Executive Sponsor) Date: February 2018 |
| Scheduled review: February 2019 | Document Number: 1.0 |

- Relevant health/human services/community services qualifications or experience.
- Knowledge of Community Health services, other health, and community services.
- Courteous, respectful, friendly and professional services to all clients and users
- Demonstrates highly developed communication skills and ability to relate effectively with clients and staff
- Demonstrates ability to relate to people from diverse social and cultural backgrounds
- High level of IT competency including Microsoft Office, and use of client management systems (e.g. TrakCare)
- Time management, planning work priorities to meet the requirements of the position
- Takes initiative, acts with confidence and works well under own direction – as well as part of a team
- Establishes respectful professional relationships that have clear boundaries with consumers, staff and partner organisations

Key Selection criteria

- Demonstrated customer service experience and excellence.
- Proven administrative and organisational skills with an ability to work autonomously and as a part of a team.
- Experience and demonstrated understanding of health and community services and resources available to clients.
- Ability to manage varied high priority tasks within limited time frames.
- High level interpersonal skills and ability to support others with day to day problem solving.
- A positive, solution focussed, enthusiastic and energetic person who is committed to working collaboratively with the clients, coworkers, and other stakeholders to best achieve program objectives.
- High level IT / computer skills, including experience in the use of client management systems.
- Proven ability to elicit initial needs from clients and identify broader needs as appropriate.

Additional Information

1. cohealth is an equal opportunity employer.
2. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.
3. This position is based at Footscray but may be required to work across sites from time to time or to change sites.
4. cohealth is a child safe organisation and employment is subject to the satisfactory completion of a Police Record Check and Working with Children Check.
5. In the context of occupational health and safety all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.
6. Salary packaging is available to all fixed and permanent staff.

Relationship to Performance Development and Review Plan

| | |
|---|---|
| Owner Gordon Conochie | Approved by Gordon Conochie (Executive Sponsor) Date: February 2018 |
| Scheduled review: February 2019 | Document Number: 1.0 |

This position description operates in conjunction with and forms part of the relevant individual Performance Development Review Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis.

Our Principles

Our work is informed by human rights based principles which include:

Participation: We work to improve access to our services by creating opportunities for active and meaningful participation.

Accountability: We have strong systems that are open and transparent and we actively encourage and respond to feedback.

Non-discrimination and attention to vulnerable groups: We work with the most disadvantaged people to improve their health and wellbeing.

Empowerment: We work alongside a strong and well-connected community that is supported to have a voice.

Linking practice to human rights standards: Our work promotes and protects the rights of staff, consumers and the wider community.

We require all employees to perform in a way that is in line with these principles.

Document Review Details

Version Number: 1.1

Date Reviewed: March 2021

Date to be reviewed: March 2022

I have read, understood and accept the above position description

Name

Signature

Date

**Senior Manager
Name**

Greg Bourke

**Senior Manager
Signature**



Date

____ / ____ / ____

| | |
|---|---|
| Owner Gordon Conochie | Approved by Gordon Conochie (Executive Sponsor) Date: February 2018 |
| Scheduled review: February 2019 | Document Number: 1.0 |