

Position Description

Position	Access and Referral Administration Support Officer
Location	Heatherton
Directorate	Service Innovation
Reports to	Manager, Service Development Mental Health
Employment Status	Full time or Part-time (no less than 3 days per week), 6 months maximum term role

About South Eastern Melbourne PHN (SEMPHN)

SEMPHN is a leader, facilitator and influencer towards the shared goal of better primary health care.

We are one of six Primary Health Networks (PHNs) in Victoria, and 31 PHNs across Australia, with around 1.5million residents in our catchment.

Reporting to an independent Board, we are funded primarily by the Australian Government to help people in south east Melbourne get the health care they need, when and where they need it.

We do this by:

- commissioning out-of-hospital services, locally.
- partnering to make quality care more accessible and integrated, and easier to navigate – especially for people who need it most.
- helping primary health care professionals to deliver the best care possible – now, and into the future.
- influencing Government policy on primary health care reform.

Evidence-based practice is the foundation of our work, and we are constantly asking, ‘together, how can we do this even better?’

The Australian Government has seven priority areas for improvement and innovation for primary health: Mental health; Alcohol and Other Drugs (AOD); Aboriginal and Torres Strait Islander Health; Aged care; Population health; Health workforce development and Digital health.

In this context, we challenge the status quo and often design things differently, with a very clear goal to measurably improve health. This is the ultimate indicator of our success.

Our Values

SEMPHNs values are at the heart of our work and shape what we do and how we do it.

Our values are Collaboration; Community; Accountability; Respect; Excellence; and Solution focused.

In facing the many opportunities and challenges in our work, our people are exceptional at adapting to evolving needs

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About the Service Innovation Directorate

The Service Innovation Directorate leads change in the areas of commissioning services across the region enabling SEMPHN to both increase access to primary health care services and shape the system that delivers those services. This team provides the essential capacity in service design, including co-design and contract management necessary for intelligent and efficient commissioning activities.

Job Summary

The Access and Referral team is the point of entry into the SEMPHN funded Mental Health and Alcohol and Other Drugs Services. The team facilitates referrals for existing clients that need to step up or down into different parts of the stepped care model according to their needs. This will be achieved by working on a client level and a systems level to ensure effective and appropriate referrals are received for a specific target group.

This position provides day to day administration support to the SEMPHN Access and Referral team. The position supports the delivery of timely, accessible and high-quality intake functions. Support for the broader Service Innovation team with the implementation of SEMPHN commissioned programs may also be required.

Key Responsibilities

- Ensure completeness & accuracy of all data entered into the client information system.
- Build and maintain strong and collaborative professional relationships with key stakeholders.
- Assist in the administrative tasks relating to referrals arriving via email, telephone and fax ready for clinicians to process.
- Under direction, manage a timeline of set tasks and deliverables that effectively contributes to the delivery of Access & Referral services.
- Participate in relevant internal meetings as they relate to the Access & Referral service.
- Provide administration support other teams within the Service Innovation Directorate.

Team Membership

- Promote, and maintain a positive and collaborative work environment.
- Identify opportunities to integrate and work collaboratively across other programs.
- Maintain effective relationships with internal and external stakeholders.

Quality

- Actively participate in and contribute to a continuous culture of workplace quality improvement activities.
- Comply with all relevant legislation, regulations and professional standards.

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Workplace Health and Safety

- Take reasonable care for own health and safety.
- Take reasonable care for the health and safety of others including the implementation of risk control measures within their control to prevent injuries or illnesses.
- Comply with all reasonable instruction of their manager/ supervisor to safeguard their health and safety.
- Cooperate with any reasonable SEMPHN's policies and/or procedures including the reporting of OH&S hazards or incidents.

Key Relationships

Internal

- Access & Referral team members
- Service Innovation team members

External

- GPs
- Clinicians
- Consumers
- Relevant mental health and alcohol and other drugs agencies and organisations

Key Selection Criteria

Qualifications & Skills, Knowledge and Experience

- Relevant extensive experience in the use of Client Management Systems, preferably in a health environment.
- Demonstrated experience in providing high level administration support.
- Strong attention to detail and accuracy.
- Good communication skills and ability to liaise with a range of stakeholders.
- Good organisational skills and a pro-active approach to work tasks.
- Proficiency in the use of Microsoft Office suite.
- Data entry experience.
- Understanding of the mental health sector an advantage.

Other

- A demonstrable commitment to SEMPHN organisational values.
- A National Police Check and Working with Children Check will be required in accordance with government funding requirements.
- All employees of SEMPHN may be required to work across the SEMPHN catchment.
- All SEMPHN staff must take reasonable care for their own health and safety and others.
- All employees of SEMPHN must be permanent residents of Australia or hold a valid employment visa.
- All employees must abide by SEMPHN policies and procedures as varied from time to time.
- SEMPHN is committed to equal opportunity employment.

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