

Position Description

Program Manager, Access & Intake

Position Title:	Program Manager Access & Intake
Manager (reports to):	General Manager, Primary Care
Division:	Client Services
Program:	Service Access
Primary Location:	341 Coventry St, South Melbourne, VIC 3205
Other Location:	Additional sites as required
Classification (Grade/Level):	Management and Administrative Officer Grade 6
Enterprise Agreement or Award:	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022-2026 or its successor

Better Health Network

Better Health Network (BHN) is a not-for-profit organisation providing integrated health and wellbeing services to people of all ages in communities across south-eastern Melbourne. We proudly provide a wide range of services to support healthy living, general wellbeing and social connection. These include specialist medical services, dental and allied health, nursing and counselling services, as well as aged care social supports and NDIS disability services. With the vision, *Your health, your choice, your way*, we exist to deliver accessible services that meet the needs of our communities and use our influence to create positive change.

Position Objective

The Program Manager Access & Intake is responsible for leading the delivery of one or more programs aligned with BHN's vision and strategic priorities, applying evidence-based practices within the community health sector. This role oversees high-quality service delivery across multiple sites, ensuring programs are responsive, effective, and where applicable, client centred.

The Program Manager Access & Intake leads the design, delivery, and continuous improvement of the organisation's entry pathways to ensure that all community members can access timely, safe, and equitable health and support services. The role oversees intake operations, triage processes, and initial assessment functions to ensure clients are connected to the right services based on their clinical, functional and social needs.

The Program Manager Access & Intake is also accountable for team leadership, operational governance, and the provision of subject matter expertise to support the successful implementation and continuous improvement of key program functions.

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Key (Professional) Responsibilities

Manage how clients first enter BHN services and ensure the process is consistent, timely, and person centred.

- Design and maintain intake workflows, triage protocols, and eligibility criteria.
- Ensure culturally safe, trauma informed, and accessible entry points for diverse populations.
- Ensure intake processes gather essential and accurate information to support seamless transition to service and which align with compliance requirements.
- Monitor waitlists, demand trends, and service capacity to prevent bottlenecks.
- Support teams to introduce system, process, and operational changes that optimise service access, clinical diary management, and client engagement across Client Services
- Provide operational support across multiple functions, including Client Services, Intake & Access, and Support Services, as required.
- Develop a strong understanding of the client journey and implement solutions to identified issues, ensuring consistent processes for client access across reception, phone, SMS, chat, and online portals.

Use data to improve access, equity, and service performance.

- Monitor KPIs such as response times, conversion rates, client demographics, waiting lists and unmet demand.
- Lead improvement projects (e.g., digital intake tools, streamlined triage, new referral pathways).
- Prepare reports for executive teams, funders, and accreditation bodies.
- Drive system improvement and development in collaboration with key stakeholders to enhance practice, meet timelines, and improve efficiency.
- Integrate uniform work processes, practices, and communications across teams, partnering with Technology Solutions to enhance service efficiency and client experience.
- Champion BHN's culture through visible leadership, fostering innovation, collaboration, and high performance.
- Oversee workforce planning, including recruitment, onboarding, supervision, rostering, and ensuring teams are resourced to meet demand.
- Develop and support direct reports to lead their teams or projects effectively, uphold BHN values, and achieve strategic and operational objectives.
- Build and maintain strong internal and external relationships to support service delivery, integration, and strategic outcomes.
- Drive innovation and continuous improvement through evidence-based changes to systems, services, or processes.
- Contribute to organisational initiatives and corporate projects that enhance service delivery, partnerships, compliance, and employee experience.
- Manage functional budgets, monitor financial performance, and ensure operations remain within approved parameters.
- Support sustainability and growth through business development activities, including funding submissions and tenders.
- Embed succession planning, address emerging skill needs, and implement reward and recognition strategies to build a high-performing, future-ready workforce.

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Organisational Responsibilities

Leadership:

- Oversee team performance, ensuring program goals align with BHN's strategic direction and operational priorities, funder priorities, including targets and outcomes.
- Manage budgets and financial resources, ensuring programs operate within a responsible and sustainable financial framework.
- Drive continuous improvement, implementing best practices, policies, and quality frameworks to enhance service delivery and organisational outcomes.

Occupational Health & Safety:

- Take an active role in monitoring team compliance with OHS policies by identifying and implementing improvements, ensuring safe work practices are in place, incidents are promptly reported, and risks are effectively managed.

Risk Management:

- Proactively identify and report emerging risks to ensure timely mitigation, helping to protect the organisation from potential impacts.

Quality:

- In partnership, lead quality improvement initiatives by identifying areas for improvement and ensuring that changes are implemented effectively within your programs.
- Support the application of accreditation standards by ensuring your program's practice aligns with organisational goals and contributing to self-assessments.
- Embed policies and procedures, supporting staff to understand and apply new or updated standards to ensure consistent service delivery.

Behavioural:

- All employees are expected to demonstrate behaviours and capabilities that align with our organisational values of Accountability, Collaboration, Respect, and Courage. These expectations are tailored to the level of responsibility associated with each role. The specific capabilities for this position can be found in BHN's Values Capability Matrix.
- Perform duties in accordance with BHN policies and procedures.
- Undertake other duties as reasonably directed.

Working Relationships

Direct Reports:

- Service Access team
- Central Intake team

Internal working relationships include:

- Senior Leadership Team
- Management Leadership Team

External working relationships include:

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- Clients, Carers, family members.
 - External agencies, referrers.
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Key Selection Criteria

Essential Qualifications

- Tertiary qualification in a relevant discipline; management, leadership, or a relevant health, disability or social services area or equivalent demonstrated experience in a similar role or environment.

Essential Experience

- Strong understanding of community health models, primary care pathways, and multidisciplinary service.
- Knowledge of privacy, consent and information sharing legislation.
- Demonstrated experience managing a multi-site teams within a complex organisation.
- Proven experience leading teams through change and build organisational capability.
- Experience leading systems, service delivery, or project improvements.
- Financial acumen, budget and performance management skills
- Demonstrated ability to participate in a performance driven environment
- Demonstrates clear knowledge of community health, funding models, and community support services.
- Builds strong client relationships and a culture where decisions are guided by what is best for the client.

Essential Skills and Attributes

- Strong people leadership, coordination, and communication skills.
- Strong planning, analytical, and stakeholder engagement skills.
- Ability to balance operational priorities with strategic goals.
- A collaborative approach to problem-solving and service delivery.

Desirable Criteria

- Experience in the not-for-profit, health, or community sector.
 - Familiarity with compliance or regulatory frameworks relevant to your function.
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Inherent Requirements

BHN endeavours to provide a safe working environment for all staff. The below describes the critical inherent requirements associated with this job.

Physical

- Predominantly office-based; requires sustained screen and meeting time.
- Occasionally operating a motor vehicle (e.g. use of fleet cars), occasional site visits or meetings across multiple locations.

Cognitive

- Analytical thinking for service planning and resource allocation

Psychosocial

- Balancing service delivery pressures and compliance obligations.

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- Accountable for implementing systems to control workplace risks (WHS obligation). Must report hazards, incidents, and follow safe work procedures (WHS duty of care).

Compliance

Compliance Responsibilities:

It is the responsibility of both the Manager, and Incumbent(s) of the role to ensure the employee(s) performing the role meet relevant requirements of Professional Standards/Codes of Conduct imposed by AHPRA, National Boards, or under Industry Codes. It is the responsibility of both the Manager, in partnership with People and Culture, to ensure that probity checks remain compliant.

Probity checks must be completed as indicated

<input checked="" type="checkbox"/> National Police Check [Mandatory]*	<input checked="" type="checkbox"/> Working with Children Check [Mandatory]
<input checked="" type="checkbox"/> Evidence of Right to Work in Australia [Mandatory]	<input type="checkbox"/> NDIS Worker Screening Check
<input checked="" type="checkbox"/> Statutory Declaration Key Personnel	<input type="checkbox"/> Aged Care Worker Banning Order Check
<input type="checkbox"/> Professional Registration Choose an item.	<input type="checkbox"/> First Aid Certificate
<input checked="" type="checkbox"/> Current full or probationary driver's licence	<input type="checkbox"/> Vaccination Requirement Category D
<input type="checkbox"/> Other:	<input type="checkbox"/> Other:

Please refer to the Credentiaing and Scope of Practice Policy for further information and the Immunisation Policy for details regarding immunisation categorisation, please note all Category A workers are required to be vaccinated annually for seasonal influenza. *International Police Check required if the person has lived in any other country for at least 12 months in the past 10 years.

Position Description Authorised by:

Position Title:	General Manager Primary Health		
Program/Team:	Primary Health		
PD Version Number:	V1	Date:	23/04/2026
People and Culture Review			
People & Culture Signature:	People Partner	Date:	23/04/2026