

POSITION DESCRIPTION

Position Title:	Endometriosis and Pelvic Pain Care Navigator
Award:	Dependent upon qualifications
Classification:	Dependent upon qualifications and experience
Site:	This position is primarily based at our Central site, however, may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	60.8 hours per fortnight (0.8 FTE)
Tenure:	Fixed term to 30 June 2027
Position description developed:	May 2026
Responsible to:	Senior Leader- Sexual & Reproductive Health

ABOUT BENDIGO COMMUNITY HEALTH SERVICES (BCHS)

BCHS is located across five sites in the City of Greater Bendigo, Central Victoria. BCHS has a proud 50-year history and provides more than 50 services across medical and allied health, family services, drug and alcohol, mental health, settlement services, health promotion and more, with a focus on vulnerable people and communities.

The organisation has more than 280 staff supporting people of all ages and stages of life to access quality, person-centred care. We foster a values-aligned, positive and thriving culture where staff feel safe and supported. Staff have clarity of roles and work in an environment of accountability. The success of BCHS is dependent on our staff who provide a high level of professionalism and dedication.

VISION

Better health and wellbeing across generations.

PURPOSE

Supporting you and your family to live healthy lives.

VALUES

Lived and Living Experience: We listen to understand. We value our communities, their backstories, lived and living experiences and cultures and learn from them to tailor our services.

Equity: We provide equitable and inclusive health and wellbeing services, ensuring they are culturally responsive and accessible.

People: We maintain a skilled, engaged and professional workforce, including people with lived experience, and enable a culture of continuous learning.

Partnership: We understand trust and partnerships are key to achieving our purpose. We listen and learn - and share our knowledge and expertise in collaboration and co-design with our community, ensuring we are providing local solutions to community need.

Integrity: We uphold the values of the Universal Declaration of Human Rights and approach all we do with kindness and respect. We are ethical in all we do.

TEAM ROLE

The Primary Health Services (PHS) branch works together to provide the community with accessible healthcare and seeks to optimise health outcomes for all patients. The Endometriosis and Pelvic Pain (EPP) Navigator Role will be incorporated into the PHS branch alongside our Sexual & Reproductive Health Hub, Medical Practice, Allied Health and where applicable other BCHS programs.

POSITION ROLE

The EPP Care Navigator provides a single, trusted point of contact for women and people living with endometriosis and complex pelvic pain who are former patients of Dr Simon Gordon. The role supports individuals to navigate the health system through clinical triage, care navigation, case management and ongoing follow-up, ensuring timely, trauma-informed, person-centred access to appropriate primary, specialist and community-based care.

The Care Navigator works in close partnership with Primary Health Networks (PHNs), Endometriosis and Pelvic Pain Clinics (EPPCs), general practice, specialist services (public and private), and relevant Commonwealth and Victorian Government initiatives.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

- Conduct initial clinical triage, including consolidation of patient history, investigations and referral information.
- Provide ongoing case management, liaising across primary care, specialist tertiary care (public and private) and community services.
- Support the development of individualised care plans, in collaboration with patients and treating clinicians.
- Facilitate linkages to:
 - Specialist and hospital services (public and private)
 - Endometriosis and Pelvic Pain Clinics
 - Medicare-funded mental health and psychosocial supports
 - GP and community-based care
 - other services as dictated by the individual care plans
- Provide consumer education and system navigation, promoting informed decision-making and self-advocacy.
- Maintain up-to-date knowledge of local and regional services, including availability, access pathways and billing options, to support trauma-informed care.
- Maintain awareness of, and link patients to, relevant Commonwealth and Victorian Government initiatives, including Women's Health Clinics and Women's Health Victoria resources.
- Undertake active follow-up to monitor progress, ensure care is accessed, and identify urgent or high-risk needs.
- Maintain accurate records and contribute to program reporting and evaluation requirements of the PHN.
- Other duties as directed.

KEY SELECTION CRITERIA

Essential

1. Health qualification and/or significant experience in care coordination, nursing, allied health, social work or a related field. Depending on the qualification, current registration with the relevant peak body will also be required (e.g. AHPRA)
2. Demonstrated experience supporting people with complex, chronic or sensitive health conditions.
3. Strong understanding of trauma-informed care and culturally safe practice.
4. Excellent communication, coordination and stakeholder engagement skills.
5. Ability to work autonomously, manage complex caseloads and prioritise effectively.
6. Strong documentation, data management and reporting capability
7. A current employee Working with Children Check and Driver's Licence.
8. The successful applicant will also be required to undertake and complete a Satisfactory National Police Check.

Desirable

1. Experience in women's health, endometriosis, pelvic pain or chronic pain services.
2. Knowledge of primary care, hospital and specialist referral pathways in Victoria.
3. Experience working with PHNs, commissioned services or government-funded programs.

PROBATIONARY PERIOD

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

STAFF REVIEW & DEVELOPMENT (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the position role and responsibilities and key selection criteria in addition to the relevant team plans and the following performance indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Delivers care services efficiently, managing caseload volume and service reach.
- Ensures timely access, manages referrals, and coordinates care across services.
- Supports positive patient outcomes, independence, and smooth care transitions.
- Promotes positive patient experiences, equitable access, and high-quality care.
- Participates in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with the BCHS privacy and confidentiality procedures.

Communication and Teamwork:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers.

- Display your capacity for self-awareness through reflection, planning and communication.

- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' vision, values, and strategic directions.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect BCHS' values.

Administration and Documentation:

Through the use of the BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and teamwork plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

DIVERSITY AND CULTURE

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

CHILD SAFETY

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **all** children reach their individual potential.

OTHER ESSENTIAL REQUIREMENTS

Staff will:

- Complete all required probity checks **before** employment is confirmed.



Bendigo
Community
Health
Services

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Reg. No. A0024004N
ACN: 136 467 715
ABN: 76 026 154 968

- Provide vaccination information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

BCHS believes that *“Quality is everyone’s business, safety is my responsibility”*

Co-operate with and contribute to BCHS Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

OTHER INFORMATION

- Salary packaging would be available to the successful applicant.
- BCHS' Employee Assistance Program is available to employees and immediate family.
- BCHS is an equal opportunity employer.
- All BCHS sites are smoke and vape free workplaces.
- BCHS has a commitment to environmental sustainability.

