

POSITION DESCRIPTION

Position Title:	Pathways to Good Health Service Navigation and Program Support
Award:	Dependent on qualifications and experience
Classification:	Dependent on qualifications and experience
Site:	This position is primarily based at our Kangaroo Flat site, however, may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	60.8 hrs per fortnight (0.8 FTE)
Tenure:	Fixed term to 30 June 2027
Position description developed:	September 2026
Responsible to:	Senior Leader Paediatric and Early Years Services

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 Pathways to Good Health (PTGH) program aims to improve access and target services to better meet the health needs of children and young people entering out of home care in Victoria. Servicing the Loddon catchment, the program ensures all children entering care for the first or subsequent time will have their health needs reviewed to ensure they receive the recommended age-appropriate health checks and are referred for necessary screening, assessment and/or treatment services relevant to their needs. Consultation and liaison with child protection and carers is a key part of the model, and children with more complex needs will be referred for a multidisciplinary assessment and the development of a health management plan.

The program is currently funded until June 2027 and delivers services that are accessible and flexible, including outreach to community settings such as schools, early learning centres and residential care. The PTGH team includes experienced clinicians working across medical paediatrics, paediatric nursing, allied health disciplines and care coordination/service navigation.

POSITION ROLE

An opportunity has become available at Bendigo Community Health Services in the Pathway to Good Health program for a passionate and experienced person to join the team.

We are looking for someone who shares our passion for delivering child and young person-centred care that responds to the needs of children entering out of home care. This is a dynamic role that involves working in collaboration with our multidisciplinary team and in partnership with Child Protection and our broader community to deliver holistic and best care to children entering out of home care.

The PTGH Service Navigator and Program Support Practitioner will play a central role in supporting the multidisciplinary team. Working alongside the health practitioners in the team, the role is pivotal to intake processes and supports the implementation of health care plans for children and young people. Involving a high degree of collaboration with PTGH team members, Child Protection staff, carers and service providers across the region strong communication, organisational and administrative skills are essential for success. The position offers an interesting mix of service planning, administration and direct service provision.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

- Work as part of the PTGH team, supporting Health Navigators to ensure children access timely services and care.
- Work in a collaborative manner with Child Protection staff and other service providers to ensure a high quality and timely client journey.
- Liaise with families/carers or other health professionals regarding PTGH services or queries to support their engagement in health planning activities and the implementation of health care plans.

- Support the team in completing day to day administrative tasks including, but not limited to, intake and onboarding of referrals, responding to team and/or family enquiries, following up on documentation requirements, ordering program supplies and assisting with schedules of appointments and weekly assessment clinics.
- Complete statistical data, client records and documentation requirements within required timeframes.
- Participate and record minutes for PTGH team meetings and other meetings as required.
- Contribute to the development and documentation of service processes and stakeholder information that supports PTGH team collaboration and service delivery.
- Other duties as directed.

KEY SELECTION CRITERIA

Essential

- Certificate or diploma in a relevant area such as business administration, community services, youth work or mental health.
- Demonstrated relevant experience in a similar health care navigation/Administration role.
- Demonstrated understanding of the issues which impact vulnerable families in the Loddon Region, including an understanding around trauma, child development and attachment.
- Strong written and verbal communication skills, and ability to build relationships and collaborate effectively with others.
- Excellent organisational and time management skills that ensure timelines are met.
- Strong skills in MS Office suite including word processing, excel and demonstrated skills in Client and Health Management Systems.
- Demonstrated skills and experience in assisting families where children are at risk and a sound understanding of the service system and referral pathways for families.
- Demonstrated ability to work as a member of a multidisciplinary team.
- A current employee Working with Children Check and Driver's Licence.
- The successful applicant will be required to undertake and complete a satisfactory National Police Check.

Desirable

- Understanding of broad service health and wellbeing system for children and families.
- Experience in use of TrakCare and Best Practice software.
- A passion for working with children and families to increase health literacy and enhance health and wellbeing.

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.

- Provide high-quality service delivery to consumers and their families.
- Show evidence of positive and productive team and individual management.
- Demonstrate the ability to develop quality partnerships with key internal and external consumers and stakeholders.
- Demonstrate positive outcomes for clients through appropriate coordination support and interventions.
- Demonstrate a client-centric service delivery approach which meets individual preferences, needs and diversity.
- Demonstrate a holistic and integrated service delivery approach for consumers.
- Participate 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.
- 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.
- Fitness Passport
- BCHS has a commitment to environmental sustainability.

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