



# PROGRAM SUPPORT OFFICER

<b>Department:</b>	Allied Health		
<b>Salary:</b>	\$63,242 (pro rata part time)	<b>Classification Code:</b>	HAO Grade 1
<b>Award/Agreement:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022 – 2026		
<b>Position created:</b>	April 2024	<b>Date Reviewed:</b>	April 2024
		<b>Immunisation Category:</b>	C

<b>PRIMARY OBJECTIVES</b>	<p><b>THE ORGANISATION</b>                  Sunraysia Community Health Services (SCHS) is a service providing primary and preventive care for our community members who are at risk of poor health outcomes, and experience health disparities. SCHS understands the influence of the Social Determinants of Health (SDoH) upon health inequities experienced by community members. The centrepiece of care at SCHS is providing a client relationship based care coordination approach, that identifies and attempts to address the SDoH for clients, work with consumers and community members, to structure their care around the context in which they live and work.</p> <p><b>THE PROGRAM</b>                  The Allied Health Program is comprised of three (3) teams:</p> <ul style="list-style-type: none"> <li>• Child Health</li> <li>• Adaptive Health</li> <li>• Physical Health</li> </ul> <p><b>POSITION PURPOSE</b>                  Program Support Officer will manage all referrals into Sunraysia Community Health Services (SCHS) and assist people to navigate the health and welfare system both internally and externally to the organisation.</p> <p>Using the Service Coordination Practice Standards, Program Support workers will facilitate streamlined and timely access for clients to the services they require.</p> <p>Program Support Officer will provide a range of administrative support to the manager’s and clinicians within their allocated ‘stream’.</p>
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<b>KEY SELECTION CRITERIA</b>	<p><i>Mandatory</i></p> <ul style="list-style-type: none"> <li>• Highly developed interpersonal and communication skills</li> <li>• Experience in a program support role</li> <li>• Ability to collect information in a sensitive manner, with practical regard to cultural requirements, language issues, special communication needs, privacy and confidentiality</li> <li>• Well-developed computer skills including word processing, database management and electronic information exchange</li> </ul> <p><i>Preferred</i></p> <ul style="list-style-type: none"> <li>• Knowledge of the service sector, including SCHS and local health and welfare services</li> <li>• An understanding of social and health factors that impact on people including trauma</li> <li>• Proficient in the use of telephone systems</li> <li>• Certificate IV in Administration or equivalent qualification</li> </ul>
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## SCHS position description: Program Support Officer

<b>SPECIFIC ACCOUNTABILITIES</b>	<ol style="list-style-type: none"><li>1. Teamwork:<ul style="list-style-type: none"><li>• Program Support Officer will report directly to the manager of the 'stream' in which they are working.</li><li>• Program Support Officer will provide a range of administrative support to the manager's and clinicians within their allocated 'stream' including supporting the manager in the stream with other adhoc administrative duties</li></ul></li><li>2. Service Provision:<ul style="list-style-type: none"><li>• Program Support Officer will manage all referrals into the organisation and assist clients to navigate the health and welfare system both internally and externally to the organisation, with a focus on ensuring SCHS interactions with clients are streamlined, simple to navigate, transparent and consistent.</li><li>• Program Support Officer will assist the program managers with monitoring and processing of referrals, clinician's diary management, monitoring and reporting on service delivery and program related administrative tasks as required.</li><li>• Assist the program manager with strategies for reducing waitlists, Do Not Attends, managing staff absences.</li><li>• Receiving external enquiries regarding services provided within the clinical stream e.g eligibility criteria, referral pathways and waitlists.</li><li>• Monitor, enter and/or manage client information on a range of electronic platforms.</li></ul></li><li>3. Organisational<ul style="list-style-type: none"><li>• Lead and exemplify a healthy and safe working environment, modelling and promoting ethical behaviour and practices and contributing to a positive environment free of occupational violence.</li><li>• Operate, adhere to and demonstrate organisational Mission, Vision and Values.</li><li>• Other reasonable duties as directed.</li></ul></li></ol>
<b>CONDITIONS OF EMPLOYMENT</b>	<ol style="list-style-type: none"><li>1. New Employee Probation New employee appointments are subject to a probationary period of six months. Ongoing employment will be subject to successful performance during this time.</li><li>2. Organisational Behaviour All employees are required to abide by organisational policies and procedures, SCHS Code of Conduct and Values, relevant standards including Child Safe Standards, codes of practice as well as various legislation both state and federal including but not limited to OH&amp;S act, Drugs, Poisons and Controlled Substances Act, Public Health and Wellbeing Act, Privacy Act and Health Records Act.</li><li>3. Professional Standards All qualified and Nationally Registered professionals are to respect and act in accordance with the laws of the jurisdictions in which they practise. Any professional bodies Codes of Conduct / Ethics / Standards should be interpreted with reference to these laws. The code is not a substitute for requirements outlined in the National Law, other relevant legislation, or case law. Where there is any actual or perceived conflict between the code and any law, the law takes precedence. The Codes / Standards should also be interpreted with reference to, but not necessarily in deference to, any organisational rules and procedures to which health professionals may be subject.</li><li>4. Continuous Improvement &amp; Safety All employees are required to contribute effectively to SCHS quality management and safety systems by assisting with monitoring and evaluating activities and mechanisms, identifying opportunities for improvement and correcting problems to improve customer care services and experience.</li></ol>