



Community Services Navigator

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| Department: | Community Services Team | | |
| Salary: | Dependent on experience and qualifications | Classification Code: | HAO |
| Award/Agreement: | Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022-2026) | | |
| Position created: | March 2024 | Date Reviewed: N/A | Immunisation Category: B |

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| PRIMARY OBJECTIVES | <p>THE ORGANISATION 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>THE PROGRAM Community Services support community members who experience the greatest health inequities through a range of assertive outreach and health promotion programs. Programs in the Community Services stream have a strong focus on health education, health promotion and improving access to health and social care services for people in the community who are vulnerable and have complex chronic circumstances. Community Services programs include: Health Promotion; Community Paramedicine; Outreach Vaccination clinics; Aboriginal Health Promotion and Chronic Care (AHPACC); Volunteer Program and Carer Support Program.</p> <p>POSITION PURPOSE The Community Services Navigator will provide assistance to Community Services team members to deliver a range of group, outreach and healthy lifestyle programs. The Navigator will work alongside team members to provide health education, support social marketing, encourage participation and the delivery of health focused programs. The Navigator role will manage all enquiries, referrals and access to Community Services programs ensuring streamlined and timely access for clients and the community to the services they require. The Navigator will provide a range of administrative and general support to the Managers and clinicians within the team.</p> |
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| KEY SELECTION CRITERIA | <ul style="list-style-type: none"> • Excellent communication and interpersonal skills with a wide variety of people. • Experience or knowledge in delivering healthy lifestyle education programs • Understanding of the social and health factors that impact on community members (Social Determinants of Health) • Well-developed computer skills including word processing, client management systems (such as Mastercare), database management and electronic information exchange • Current Drivers licence • Qualifications in health or community related services highly regarded |
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SCHS position description: Community Services Navigator

SPECIFIC ACCOUNTABILITIES

1. Service Provision
 - Provide assistance to Community Services team members to deliver a range of group, outreach and healthy lifestyle programs.
 - Assist the delivery of health education programs co-ordinated by the team including community walking groups, community meals and nutrition education programs.
 - Support the development and roll out of social marketing and media initiatives within the team
 - Receive external enquires regarding services and provide advice regarding availability, eligibility and access.
 - Manage referrals received for Community Services and process as appropriate, including: managing Mastercare (opening episodes of care/service events in the correct discipline and funding source), or other client management system, allocating referrals to the appropriate program/clinician and making appointments in clinicians diaries or allocating to waiting lists.
 - Assist community members to access required health care according to each individuals needs
 - Provide a range of administrative support to the Manager and clinicians including: receive and redirect communication in a punctual and professional manner; respond to enquiries within own sphere of knowledge or redirect to an appropriate staff member; arrange quotations, purchase orders and payments as required; maintain stores, stationary supplies and brochures as required; photocopy program materials such as educational material; provide minute taking for team meetings and other meetings as required; formatting and coordinating documents in the PROMPT approval process and support the development of health education and promotional flyers and information.
 - Assisting the program manager with administrative duties including; collation of productivity data; monitoring and/or completion of client invoicing; internal and external reporting; production/collation of program resources, client information packs, education resources, and general program administration.
 - Monitor, enter and/or manage client information or activity data on internal and external software platforms such as My Aged Care, Mastercare.
 - Organise and plan the logistics of Outreach services as required.
 - Provide support to health promotion and outreach programs as required.
2. Teamwork
 - Work collaboratively and flexibly to support Community Services team members, participating in team meetings, operational and development activities as required.
 - Work with internal and external health care providers to support client needs.
3. Stakeholder engagement
 - Build trusting and ongoing relationships with team members and the community.
 - Understand the community in which we operate, through knowledge of the social determinants of health which impact our community.
 - Provide information regarding services (internal and external) that is relevant to community and easily understood. This may be in written format or discussion.
 - Build relationships with community partners to support services access for the community.
- Service improvement
 - Participate in training, implementation and evaluation activities.
 - Provide feedback through the approved communication channels.
 - Identify and appropriately manage or escalate any risks or concerns.
4. Service provision
 - Participate in community events and collaborations to promote Community Services

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| CONDITIONS OF EMPLOYMENT | <ul style="list-style-type: none">5. Program evaluation<ul style="list-style-type: none">• Support the reporting requirements of the program through collection of data and feedback. 6. Organizational<ul style="list-style-type: none">• 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.• Operate, adhere to and demonstrate organisational Mission, Vision and Values.• Other reasonable duties as directed. |
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| CONDITIONS OF EMPLOYMENT | <ul style="list-style-type: none">1. New employee Probation<p>New employee appointments are subject to a probationary period of six months. Ongoing employment will be subject to successful performance during this time.</p>2. Organisational Behaviour<p>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&S act, Drugs, Poisons and Controlled Substances Act, Public Health and Wellbeing Act, Privacy Act and Health Records Act.</p>3. Professional Standards<p>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.</p>4. Continuous Improvement & Safety<p>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.</p> |
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