


## POSITION DESCRIPTION

<b>JOB TITLE</b>	Health Support Officer
<b>REPORTS TO</b>	PMHC Triage Team Leader
<b>DATE</b>	<b>November 2023</b>
<b>CONTRACT TYPE</b>	Fixed Term Contract
<b>ORGANISATIONAL CONTEXT</b>	
<p>Our employees are supported to utilise the breadth of their skills and expertise in achieving the organisation's goals.</p> <p>Our employees are community focussed, embrace change, are agile and are solution focused.</p> <p>Our employees are committed to our organisational values that guide our decision making and behaviours.</p>	
<b>POSITION OBJECTIVE</b>	
<p>The Health Support Officer serves as a primary point of contact and resource for GPs and healthcare providers and stakeholders. This role provides customer service help desk support, distributes educational materials, enters and reports on data and performs administrative duties.</p>	
<b>KEY RESPONSIBILITIES</b>	
<ul style="list-style-type: none"> <li>• Provide timely assistance and advice to healthcare providers and partners via phone, email, and other channels regarding health program policies, procedures, resources, and general information</li> <li>• Process accurate invoicing, payments and records</li> <li>• Process referrals ensuring accuracy in data entry and escalation as required.</li> <li>• Log all support interactions in the customer relationship management (CRM) system to document stakeholder needs, queries, and issues.</li> <li>• Resolve customer and provider issues completely and in a timely manner. Escalate complex inquiries as needed.</li> <li>• Distribute educational materials, resources, and program updates to participating providers and partners.</li> <li>• Develop and format documents such as presentations, agendas, program overviews, and correspondence using standard templates.</li> <li>• Collect and run reports on program data, service metrics, and participation statistics.</li> <li>• Collecting and inputting of data to ensure program requirements, service metrics and participation statistics are met</li> <li>• Work with other teams to provide other customer and administration support.</li> </ul>	

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- Plan and coordinate meetings, events, and other initiatives to engage and support participating providers/partners.
- Arrange program-related travel and logistics when needed.
- Provide general administrative support including managing calendars, scheduling meetings, photocopying, mail distribution, and filing.
- Provide receptionist coverage daily and support colleagues during absences when required.
- Complete special projects and assist with new initiatives to enhance services and better meet program goals

### Other Responsibilities

- Ensure “best practice” processes across all areas of responsibilities
- Comply with the organisations policies and procedures.
- Ensure the safety of yourself and others in line with the organisations WHS policies and procedures and the Workplace health and safety Act 2011
- Ensure financial controls are adhered to and in line with the financial risk governance framework
- Perform other duties reasonably required as directed

*WentWest is an evolving organisation of continual improvement. The role scope described is intended as a guide to the responsibilities.*

### ADDITIONAL REQUIREMENTS AND TRAVEL REQUIRED

- Some out of hours work on evenings and weekends will be required eg community forums, or meetings

### MANAGEMENT SYSTEM

- Ongoing compliance with WentWest management system requirements
- Responsible for ensuring that all documents that are part of the WentWest management system and assigned to this position are reviewed and updated in accordance with the Control of Documents and Records Policy.

### QUALIFICATIONS

Diploma or TAFE qualifications in Business Administration, or health/community services field or relevant experience

### SKILLS AND EXPERIENCE

#### Essential

- 1+ years of experience in a support services role
- Excellent communication skills and customer service orientation
- Proficiency with Microsoft Office Suite and database/CRM platforms
- Effective written and verbal communication skills
- Detail-oriented with outstanding organisational skills
- Ability to handle confidential information discreetly
- Ability to work across and within other teams

#### Desirable

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- Background in health education, community health, or health programs
- Understanding of working in a Mental Health or General Practice setting.
- Experience in data entry and keeping records up to date.

### PRE-APPOINTMENT REQUIREMENTS

- Right to work in Australia documents (Passport, or Birth certificate with 100 points of ID)
- Certification of any tertiary qualifications and professional memberships
- National Police check completed in the last 6 months
- Working With Children Check

### WENTWEST VALUES - behaviours and ways of working the organisation sees as critical

**Creativity** – challenge convention

**Leadership** – Inspire action

**Equity** – actively overcome barriers

**Excellence** – be the best we can be

**Respect** – understand others

### COMPETENCIES REQUIRED FOR THE ROLE

**ACCOUNTABILITY** - Holds self-accountable and can be relied upon to ensure that project within areas of responsibility is completed in a timely manner. Builds an understanding of the internal and external environment in order to deliver work in a highly effective and professional manner

#### Skills to be demonstrated through performance:

- Plans and organises - Level 2
- Demonstrates personal and professional accountability – Level 2
- Works within risk, finance and governance framework – Level 2

**COLLABORATION AND TEAMWORK**- Willingly cooperates and works collaboratively with internal colleagues and external partners and stakeholders in order to accomplish organisational/team/project/program objectives

#### Skills to be demonstrated through performance:

- Works collaboratively - Level 2
- Demonstrates commitment to the team – Level 2
- Builds collaborative partnerships – Level 2

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**COMMUNICATION** - Effectively communicates to promote understanding and support informed discussion with internal colleagues and external partners and stakeholders, providing timely delivery of information and selection of the most appropriate method of communication

**Skills to be demonstrated through performance:**

- Communicates Clearly and concisely – Level 2
- Influences and negotiates – Level 2
- Works to reconcile to diverse views – Level 2

**CUSTOMER FOCUS** - Capacity to identify and anticipate the needs of both internal and external customers and deliver the defined range of services so as to meet and exceed customer expectation while optimising the organisation's interests.

**Skills to be demonstrated through performance:**

- Identifies and responds to client needs – Level 2
- Maintains relationships – Level 2
- Strives for continuous improvement – Level 2

**INITIATIVE** – Evaluates, selects and acts on various methods and strategies for solving problems and meeting objectives before being asked or required to do so; explores alternatives and responds to challenges with innovative solutions.

**Skills to be demonstrated through performance:**

- Reacts to change and Improvement - Level 2
- Displays initiative and identifies innovative solutions- Level 2