

Position Description

Position Title	Intake Officer
Position Number	30011744
Division	Community and Continuing Care
Department	Community Home Care Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
Classification Description	Administrative Grade 2 (Level 1-5)
Classification Code	HS2 – HS21
Reports to	Manager, Community Home Care Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Drivers Licence • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Intake Officer will provide effective administration support in the management of referrals which facilitate patient access and community care. This position involves conducting intake assessments for clients who have been deemed eligible by My Aged Care. The Intake Officer evaluates the needs, capabilities, and preferences of clients, developing personalised task lists that promote independence, safety, and quality of life.

The position provides day to day support for the Home Care Services Team by ensuring all client data is updated and referrals are processed in a timely manner. Working alongside other administration support staff to escalated and concerns around waitlist and client activity to the leadership team.

The role requires a client-centred approach, excellent communication skills, and an understanding of the CHSP and HACC-PYP guidelines. By regularly reviewing and updating task lists, the Intake Officer ensures that services remain responsive to the evolving needs of clients, helping them to maintain their independence and well-being.

The position will include the preparation of reports for management relating to relevant policies and procedures and funding.

Responsibilities and Accountabilities

Key Responsibilities

- Manage all CHSP referrals on the My Aged Care Portal as per the key performance indicators below:

	Manage Referrals (Accept, reject or waitlist)	Initial home visit booked	Commencement of Services
High Priority	Within 3 business days	Within 3 business days of acceptance	Within 3 business days of home visit
Medium Priority	Within 5 business days	Within 5 business days of acceptance	Within 5 business days of home visit
Low Priority	Within 7 business days	Within 7 business days of acceptance	Within 7 business days of home visit

- Manage all HACC-PYP referrals within 5 business days of obtaining referrals.
- Ensure appropriate services are provided to meet clients' needs in line with the task list and CHSP and/or HACC-PYP guidelines.
- Liaise with care recipients and their families to understand their care requirements, preferences and any changes needed.
- Explain the consumer contribution requirements to CHSP and HACC-PYP clients.
- Monitor annual reviews of clients' task list to ensure the clients' current needs and capabilities are being supported by the appropriate services and if not complete a review and amended to those services.
- Advise relevant staff and update internally used client information management systems with assessment outcomes and client service requirements.

- Maintain current knowledge of relevant legislation and regulatory requirements of the CHSP and HACCP-PYP to ensure that all services and practices comply with the latest standards and legal obligations.
- Develop and implement documents, procedures and processes designed to promote continuous improvement.
- Maintain accurate and up-to-date records of assessments, care plans, and service coordination activities.
- Maintain a strong and effective working relationship with all internal staff members, contributing to an open, learning workplace and supportive team culture which is committed to the best outcomes for clients and continuous improvement in quality services.

Key Selection Criteria

Essential

1. Highly developed communication and interpersonal skills, both written and verbal, including the ability to communicate with people from diverse backgrounds
2. Previous experience in a health environment.
3. Demonstrated advanced level computer skills
4. Demonstrated ability to continually strive to achieve the best service with the resources available.
5. Demonstrated ability to work as part of a team, as well as work independently
6. Demonstrated ability to meet deadlines, schedules and set goals as required
7. Demonstrated commitment to customer service in a manner which is positive, friendly and helpful.
8. Demonstrated ability to actively support innovation and service development as well as an ability to adjust work practices to accommodate change.
9. Demonstrated ability to problem solve, troubleshoot and set priorities in a busy environment.

Desirable

10. Certificate IV in Health Administration is desirable

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.

- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.