Position Description

Position Title	Information and Referral Officer
Position Number	30101322
Division	Community and Continuing Care
Department	Community Care Services
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Community Development Worker C2A Y6 – Y11
Classification Code	XV15 – ON14
Reports to	Manager Community 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 - National Disability Insurance Scheme (NDIS) 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 Information and Referral officer position within the Community Care Services (CCS) team is an exciting and rewarding role that delivers a consistent, responsive approach to all enquiries from potential Support at Home P and HACC PYP clients, their families/representatives. They will also provide assistance and information to those people whose have been identified as not eligible for Community Care Services programs.

The role performs an important function in promoting these services in the community, and is the first contact for clients with the service. Providing impartial advice on these programs is an expectation to ensure clients are not disadvantaged in accepting a program.

The position will also involve some short-term care coordination of clients. The management of referrals from other Community Care Services programs may be required.

Responsibilities and Accountabilities

Key Responsibilities

- Provide clients, carers and external agencies with consistent and accurate information about Community Care Services (CCS) programs of Support at Home, HACC Linkages and HACC PYP

- Adopt a consistent approach to screening of Community Care Services program referrals, applying priority criteria and providing recommendations to the team leader

- Monitor and review all clients on the Community Care Services program waitlist, ensuring information and priority of need is current

- Liaise with the team leader in ensuring the all-program occupancy rates are kept at a maximum

- Ensure appropriate documentation is maintained, with due regard to Bendigo Health policy, Community Care Services policy and procedures, individual program guidelines and relevant statutory and legislative requirements

- Participate in staff development and supervision programs

- Participate in Community Care Services team meetings and other organisational meetings as required

- Maintain inter-agency networks and links with key workers at the local level and act as a Community Care Services representative to various groups as appropriate.

- To participate in promotion and marketing activities for Community Care Services in the community

- Comply with relevant legislation, reporting and administrative requirements for consumers and employees and ensure that all data is accurate and up-to-date.

- Participate in staff development, training and research activities as determined with Team Leader

Key Selection Criteria

Essential

1. Tertiary level qualification in health or community services
2. Demonstrated knowledge and experience in the areas of aged and community care, including working with people with complex needs
3. Experience with person centred care planning processes, including developing, implementing and evaluating consumer focused care plans
4. Demonstrated time management and organisational skills to effectively plan and prioritise work tasks and engage with key stakeholders.
5. Demonstrated ability to work effectively as a team member, show initiative and effective communication
6. Highly developed communication and interpersonal skills, both written and verbal, including liaison and negotiation skills
7. Demonstrated ability to understand and meet the needs of clients from diverse backgrounds
8. Developed computer skills, experience in the Microsoft Office suite and/or ability and confidence to acquire skills for in-house client database systems

Desirable

1. Case Management Experience
2. Knowledge of Support at Home Program

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.