

Position title	Urgent Care Client Services Officer (CSO)
Reports to	Urgent Care Coordinator
Award agreement	Health and Allied Services, Managers and Administrative Workers Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022 – 2026
Classification	Management and Administration Officer Grade 1

About Your Community Health

Your Community Health is a progressive, high quality, independent community health service. It provides a wide range of community-based health and social support services including primary care, allied health, oral health, mental health, harm reduction, social support and health promotion services. Our three comprehensive health centres are located in Darebin, but we are here for everyone in the diverse communities across Melbourne. We work in partnership with our communities and other services using a combination of outreach, home-based and centre-based activities and co-located services.

More information is available at: www.yourch.org.au

Vision	Health and wellbeing for everyone
Purpose	We partner with people and communities to deliver health and wellbeing services and promote equity
Our organisational values	Courage • We are progressive • We are creative and resourceful • We challenge the status quo for the benefit of our communities Empathy • We are caring and inclusive • We celebrate and value diversity • We work collaboratively and respectfully Integrity • We are ethical, honest, reliable and fair • We listen and are accountable to our communities • We earn and build trust Achievement • We are outcomes-focused • We are adaptable and always learning • We continuously improve

Statement of Inclusivity

Your Community Health is committed to providing an inclusive and accessible environment where people and communities of all identities and backgrounds (including but not limited to, ethnicity, faith, socio-economic circumstance, sexual orientation, gender identity, ability, bodies, migration status, age and Aboriginal and Torres Strait Islander descent) are accepted, safe and celebrated. We achieve this through the guidance of our values and principles.

Your Community Health understands the need to ensure that meaningful inclusion is built into the organisational DNA and to create an environment that attracts team members that reflect the communities we serve.

Your Community Health look to actively encourage members applications from of the LGBTIQ+, Aboriginal and Torres Strait Islander peoples, Disability, culturally and linguistically diverse communities and those with lived experience in areas in which we work. We work to address barriers in full participation.

About the Medical Services Team

The Urgent Care Clinical Team are part of the Medical Services Team, which sits within the Integrated and Primary Care Directorate. Our Directorate provides General Practice, Medical Specialist Clinic, Urgent Care Clinic, Public Oral Health Services and Harm Reduction Services.

As part of YourCH we are passionate and enthusiastic staff working towards our vision of a health and wellbeing for everyone and creating an environment that is inclusive and representative of the communities in which we serve.

Position Purpose

The purpose of this role is to assist community members of all ages suffering from urgent, non-life-threatening injuries or illness to obtain fast, priority care. These services are expected to provide comprehensive care to patients and to avoid long wait times in public Emergency Departments. We shall provide an excellent and consistent experience to community members who attend our sites by contributing to a welcoming, and barrier free environment, delivering great customer service when greeting and supporting our customers onsite, and supporting our operations to run smoothly through high quality administrative support.

With funding from the NWMPHN, this service will be available to support St Vincent's Public Hospital Emergency. The Urgent Care Clinic is operational 365 days including Public Holidays, weekends and evenings. Employees are expected to be available to work when requested on Public Holidays, weekends and evenings as required operationally. This position may need to have flexibility to work across other YourCH sites if required.

Position responsibilities

Customer Service – Urgent Care Clinic

- Providing a welcoming, friendly and efficient reception service to all customers attending YourCH sites
- Providing customers with information about the services and activities offered by YourCH and eligibility criteria
- Supporting customers to connect with our services directly or by referring them to the appropriate team
- Observing strict confidentiality in accordance with the policies and procedures of the organisation
- Arranging and co-ordinating interpreting and/or translating services when required
- Handling client complaints and feedback, escalating where required to achieve resolution
- Booking and rescheduling appointments for customers attending our premises in person or via telephone
- Undertake other duties as required

- Confidence to liaise with external care providers and organise appropriate emergency transport, including 000 operators, Ambulance Victoria, Nurse on Call, St Vincent's Hospital, Austin Hospital, General Practitioners
- Capacity to work calmly and efficiently in high-stress, fast-paced, unpredictable and moving environments
- Ability to contribute to the implementation of quality improvement activities within the workplace
- Competence in following local protocol surrounding local infection, prevention and control standards, including wearing recommended PPE and advising patients as indicated on the use of PPE within the premises
- Ability to communicate wait times to patients
- Confidence to de-escalate challenging behaviour and handle customer complaints with professionalism

Operational Support

- Registering new clients for services when they attend sites
- Maintaining and updating client records and files
- Photocopying, filing, scanning, emailing, faxing, medical reports/patient results
- Processing recalls and reminders for customers
- Assisting with the compilation of reports for funding bodies as directed
- Ensuring backup of computer system as required and assist in the operation of the computer system
- Distributing daily mail and faxes to appropriate staff

Work Environment Duties

- Conducting daily opening and closing procedures
- Maintaining areas of the site(s) to ensure they are kept clean, tidy, accessible and free from hazards
- Maintaining and stock clinic/consultation rooms with consumables and stationery
- Preparing consultation room(s) for the day
- Ordering stationery and supplies

Position requirements (qualifications, skills, knowledge and attributes)

Qualifications, Registrations and Licenses

- Driver's Licence (preferred but not essential)

Skills and Competencies

- Experience in a customer-facing role, such as medical reception, reception, retail or hospitality
- Strong customer service skills
- Strong communication and interpersonal skills
- Experience in using Microsoft Office Suite is essential
- Other relevant software applications desirable (Best Practice, other GP software platforms, HICAPS, TYRO).
- High level of cultural sensitivity and awareness
- Commitment to continuous quality improvement
- A willingness to learn new skills
- Effective time management and prioritisation skills
- Well-developed presentation and written communication skills
- High level of accuracy and attention to detail
- Strong problem solving and negotiation skills
- Demonstrated ability to work independently and in a team environment

Expected behaviours for all YourCH team members and volunteers

- Support the provision of services that are inclusive, safe and high quality
- Maintain staff, volunteer and client confidentiality at all times
- Work in partnership with the community, clients and staff to achieve our vision
- Ensure an inclusive and safe workplace for clients, visitors, volunteers and staff
- Work in accordance with Your Community Health Policies and Procedures

General

- Your Community Health requires declarations and personal information relevant to employment. The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 1988.
- The successful applicant is required to provide evidence of eligibility to work in Australia.
- Employment is contingent on a satisfactory Police Records Check, valid Working with Children Check and NDIS Worker Screening check clearance (when required). Where the preferred applicant has lived or worked overseas for a continuous period of 12 months or more within the past 10 years, they are required to provide international police check for all countries that they have lived in for that period.
- Applicants who are not currently employed by Your Community Health are required to complete a Pre-existing Illness/ Injury Declaration Form.
- Management, in consultation with the staff member, reserves the right to modify this position description when required.

Relationship to Performance Development and Review Plan

This position description operates in conjunction with, and forms part of the relevant individual Performance Development Review Plan aligned to the organisational Strategic Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis.

Your Community Health is an equal opportunity employer and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Disability, Culturally and Linguistically Diverse and LGBTIQ+ communities to apply.