



POSITION DESCRIPTION

Service Development Support Officer

This position description describes the scope and skills required of the Service Development Support Officer at Link Health and Community (Link HC). The position description may be subject to periodical reviews.

POSITION: Service Development Support Officer

REPORTS TO: Manager – Communications and Engagement

LOCATION: Based at Link HC, Mulgrave site or any location operated by Link HC; the role is required to travel to other Link sites; after hours work may be required.

ORGANISATIONAL CONTEXT:

Link Health and Community is a multi-sited community health service, providing a comprehensive range of health and community services primarily to residents of the City of Monash and surrounding communities.

The Link HC Vision is: Healthier people participating in their communities

Underpinning principles in achieving this vision are that Link HC:

- Recognises that the health of individuals and the community is influenced by social and environmental factors as well as individual's access to health services and plans and delivers our services accordingly.
- Recognises that client, community and staff engagement in all aspects of our activities is essential for effective governance.
- Strives to provide quality services, in a professional, timely manner, to clients from culturally and linguistically diverse backgrounds and to clients who are hearing impaired who use sign language as their primary mode of communication.
- Link HC is committed to partnering with other organisations to offer integrated health and well-being services that are consistent with state-wide health needs and social priorities.

Link HC actively places the individual at the centre of their care so they can take part in their community. This is done by providing information and skills to help consumers make their own decisions and formulate their own goals; helping them to stay motivated, foster independence, health and wellbeing.

The Link HC Guiding Values are:

We **care** for our community and for the people who use our services

We **listen** to people who need our services and we advocate for our community

We provide **accessible**, innovative, and high quality services and programs

We **partner** with other organisations to ensure the development and delivery of better services

POSITION OBJECTIVE

The principal objectives of this position are to support Service Development in:

- private practice, medical services and oral wellbeing
- research, policy development, grant and service plan development
- coordinating and implementing systems for the successful function and integration of new service sites
- supporting Private Practice Practitioners as required in provision of support services in line with appropriate service agreements
- working collaboratively across the whole organisation
- linking with regional networks, partners and agencies
- business planning

DUTIES AND RESPONSIBILITIES

The responsibilities of **Service Development Support Officer** are in line with program aims, funding guidelines, service agreements and the vision and values of Link. They include, but are not limited to:

1.0 Service provision:

- 1.1 Supporting the Service Development Team to work collaboratively with other internal teams and/or contractors to ensure the objectives of Business Plans are met.
- 1.2 Provide research support and advice on business development of new services.
- 1.3 Support the implementation of digital strategy in relation to the promotion of new services.
- 1.4 Support collaboration between existing services and new services to coordinate patient referrals and improve service integration and customer service.
- 1.5 Other duties as directed, which are within the skills, competence and capability of the position holder.

2.0 Administration

- 2.1 Ensure up to date records according to quality standards and contribute to ensuring safe custody and confidentiality of all records whether in hard copy or electronic format.
- 2.2 Prepare and maintain appropriate statistical data, reports and analysis activities as required
- 2.3 Supervise students and volunteers as required, or as appropriate
- 2.4 Communicate with Manager – Communications and Engagement in respect to role responsibilities and professional expertise in order to assist with program development
- 2.5 Work collaboratively with service providers in Link HC teams and in the broader service system to ensure that Link HC provides integrated services
- 2.6 Participate in identifying professional development and training needs and attend professional development activities as required

3.0 Health Promotion

- 3.1 Contribute to Link Health and Community health promotion activities and participate if required in developing relevant programs and projects in line with Link HC's Health Promotion Plan.
- 3.2 Work collaboratively with other disciplines in developing a comprehensive multi-disciplinary health promotion approach to the local community as required.

4.0 Quality Improvement and Professional Development

- 4.1 Support the organisational culture, which promotes continuous service improvement and innovation.
- 4.2 Contribute to the Medical and Oral Wellbeing Accreditation Processes, including identifying, developing, implementing and evaluating quality improvement activities.
- 4.3 Participate in identifying professional development and training needs and attend professional development activities as required.
- 4.4 Assist the Human Resources Manager in developing policies and procedures for Link HC human resources practice as appropriate.

5.0 Occupational Health & Safety (OHS)

- 5.1 Actively support a range of activities in accordance with Occupational Health & Safety legislation obligations and in line with the Link HC Risk Management Program.
- 5.2 Support and participate in the Link HC OH&S Risk Management Plan and implement the plan (where appropriate) at discipline/organisation level.
- 5.3 Assist in maintaining a safe work environment by reporting incidents of unsafe work practices, sites/areas or equipment.
- 5.4 Report injuries in the Site Register.
- 5.5 In the event of a workplace injury occurring, cooperate fully with the nominated Return to Work Coordinator, treating medical practitioners and health professionals to facilitate an early return to work and access to an appropriate rehabilitation program.

6.0 Equal Employment Opportunity.

- 6.1 The position holder is required to observe and practice the principles and obligations of Equal Employment Opportunity, which include:
 - A workplace which is free from harassment;
 - Ensuring that activities and practices prevent and eliminate unlawful discrimination
 - Promote merit and equity in the workplace.
- 6.2 will contribute to the successful management of diversity in the workplace.
- 6.3 will, if and when required, co-operate with any relevant enquiry into complaints and attend supervision and performance management meetings.

7.0 Community Engagement and Consumer Participation

Link HC values collaboration with consumers and community members to improve the way our services are developed, planned and delivered. We are committed to community engagement and consumer participation and as such support ways in which the community's health can be optimized and its strengths are recognized and built upon by encouraging all staff to:

- Support and contribute to the goals and objectives of the Community Engagement and Consumer Participation Policy.
- Actively participate in recruiting consumers, carers, and the community to participate in all aspects of the organization.
- Promote awareness that Link HC encourages consumer, carer, and community participation at all levels of the organisation.

Work collaboratively with other staff, the community and consumers to plan, implement and evaluate services, projects and programs

8.0 Organisation Policies & Procedures

- 8.1 Maintain currency of knowledge and practice with Link HC specific Regulations, Policies and Procedures as applicable to the position and as amended from time to time.

9.0 **Code of Conduct**

9.1 The Link HC Code of Conduct provides a framework of expected behaviours with the view to ensuring that Link HC is a safe work environment with the expectation that all dealings are conducted with integrity and respect at all times. All employees are expected to understand and abide by the Code of Conduct.

REPORTING RELATIONSHIPS

This position:

- is accountable to the Manager – Communications and Engagement
- has no direct reports
- works closely with the Service Development Manager and other managers/stakeholders as delegated

CONDITIONS OF EMPLOYMENT

Performance Review: Participation in regular performance appraisal based on a documented individual performance plan with stated performance indicators including output targets is expected. The performance plan and outputs will be negotiated in accordance with a regular cycle of review.

Documentation: All employees are required to have a current National Police Check, Working with Children Check and a Victorian Driver's license.

QUALIFICATIONS AND EXPERIENCE REQUIRED

Essential:

- Minimum 2 years experience in healthcare and/or community sector

Desirable:

- Qualification in Business administration/support
- Sound experience in Marketing/PR/Communications

KEY SELECTION CRITERIA

- Self-driven while able to work in a team environment
- Demonstrated inter-personal, communication, networking and negotiation skills
- Excellent change management skills
- Strength in building customer and stakeholder relationships
- Sound understanding of general practice administration requirements, medical and allied health professional organisations and relevant stakeholders
- Sound knowledge of medical software applications, Information management and the use of a wide range of IT systems
- Ability to collect, analyse data, report results and make recommendations on service performance

KEY RESULT AREAS

- KRA 1 Service Development Business Plan objectives are well supported in the area of responsibility.
- KRA 2 Service Development Digital strategy objectives are well supported in the area of responsibility.
- KRA 3 Research and advice is provided to Service Development Team when developing new service sites
- KRA 4 Systems are well established with any new operating models or business units in the area of responsibility

KRA 5 Private Practice Practitioners are supported in line with appropriate service agreements

SERVICE VALUES – will be demonstrated by:

- **Caring** for our community and for the people who use our services
- **Listening** to people who need our services and who we advocate for our community
- Providing **accessible**, innovative, and high quality services and programs
- **Partnering** with other organisations to ensure the development and delivery of better services.

Approved:

Sally-Ann Nadj
Manager – Communications and Engagement
Link Health and Community

I acknowledge and agree that the above position description is an accurate reflection of the

Service Development Support Officer

Signed:
Employee

Name:

Date: