



Position Description

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| Position Title | Customer Service Officer – Clinical Admin |
| Division / Team | Operations/Customer Service |
| Reports to | Practice Manager |
| Agreement / Award | Health & Allied Services, Managers and Administrative Officers (Victorian Stand-Alone Community Health Services Multiple Employer) Enterprise Agreement 2022-2026 |
| Classification | Grade 1 |
| EFT / Term | As per contract of employment Team meeting (monthly and after hours) is required |
| Work Location | All sites |
| Date Approved | January 2026 |

About Ballarat Community Health Ballarat Community Health (BCH) provides a wide range of community health and wellbeing services across Ballarat and Western Victoria. We are passionate about improving the health and wellbeing of the communities we support and addressing health and social inequality. We strive for safe, effective, connected, person centred quality services, and advocate to improve systems to bring about positive outcomes for the broader community. Our work is guided by our core values. These values inform how we work with each other, the partnerships we develop, as well as how we collaborate with and support our community. At BCH we believe our people are our greatest asset. We know that developing and retaining a skilled workforce is fundamental to our success. We are committed to nurturing an inclusive, capable and diverse workforce, and creating environments where our people thrive and excel.

Our Purpose Creating healthy communities through the provision of accessible, affordable and quality health and wellbeing services.

Our Leading Principles Address health inequity and inequality
 Improve the health and wellbeing of our community
 Have impact and be sustainable.

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| Values | Respect Valuing other points of view and treating people with respect | Integrity Acting with sincerity and honesty | Courage Strength in the face of challenges |
| | Resilience The ability to be strong in adversity, and bounce back with renewed hope | Responsibility Being reliable and accountable to others | Optimism Focusing on potential and abilities |

Diversity Statement Ballarat Community Health recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural and linguistic backgrounds and financial status.

Position Summary

The Customer Service Officer (CSO) plays an integral role representing our organisation as clients' and visitors' first point of contact with the organisation. The CSO is required to provide accurate and timely information to our clients from initial enquiry, scheduling appointments, welcoming at check in, through to processing payments and results.

Principal Areas of Responsibility

- Provide a highly responsive, professional, friendly and welcoming experience for customers, visitors, clinicians and medical staff
- Be a source of information and coordination for both face to face and phone enquiries utilising a strong understanding of BCH services and programs, funding frameworks and pathways to access services
- Be accountable and accurate with financial transactions including; point of sale, banking, cash management, processing of HICAPS, TYRO and Medicare Benefits Scheme (MBS) and Health funds transactions, end of day financial balancing according to BCH procedures
- Recording of information and accurate use of client management systems, particularly Best Practice and Mastercare to facilitate the smooth running of clinics/sites
- Support our Needle Syringe Program (NSP) and ensure requirements of this service are met in a safe, confidential and efficient manner
- Opening and closing, maintaining tidy, welcoming, safe and up to date waiting areas, respond as site Fire Warden in the event of an emergency, be a first responder in the event of a medical emergency or Duress alarm. Respond to incidents using emergency protocols and onsite response kits (Spill, pandemic, glucose)
- Provide support and coverage across all sites to maintain level of service
- The role will require a sound understanding of all Customer Service procedures, accreditation requirements and BCH policy and procedures
- Maintain the privacy and confidentiality of all staff and clients of Ballarat Community Health and associated programs
- Coordination of GP and clinician schedules, inclusive of booking or rescheduling appointments according to clinic guidelines and booking rules, use a range of software interfaces
- Answering calls in a timely and professional manner, determining and actioning solutions appropriate for the caller including using a non-medical triage framework to support scheduling of appointments
- Undertake tasks at the discretion of the local Practice Manager or Site Coordinator

Clinical and Administrative Responsibilities

- Allocate, review, and manage clinical results in a timely and accurate manner to support safe patient care.
- Manage electronic inboxes, ensuring all correspondence is appropriately triaged, actioned, and followed up.
- Liaise with key internal and external stakeholders to support coordinated care and effective service delivery, escalating complex matters to the Practice Manager and Senior GP as required.
- Upload, maintain, and update accurate patient documentation in accordance with organisational record-keeping standards.
- Ensure confidential, accurate, and timely filing, scanning, and retrieval of medical records in compliance with privacy legislation and regulatory requirements.
- Monitor and manage outstanding invoices with external parties in line with organisational policies and procedures.

Scope

- To follow leadership and management direction and seek advice on all matters outside usual scope of practice.
- Practice in a manner consistent with the requirements of the relevant professional registration requirements and relevant registration board
- Continuing education to keep abreast of changes
- It is not in the scope of this role to provide health advice or counselling
- To contribute to the running of BCH as a first point of contact for programs and services

Organisational Responsibilities

- Be aware of and perform all duties in accordance with the organisation's stated policies and procedures
- Understand practice frameworks relating to the Multi Agency Risk Assessment and Management (MARAM) framework and Information Sharing Schemes
- Establish and maintain cooperative working relationships with staff and ensure alignment with the BCH values at all times
- Work within professional boundaries and relevant scope of practise at all times
- Maintain relevant professional registration
- Work cooperatively across the teams to provide a comprehensive coordinated health promotion service
- Attend approved professional development sessions and keep up to date with current developments, theories and practises in the field
- Participate in compulsory BCH training programs
- Ensure that client and staff confidentiality is respected and upheld at all times
- Attend and actively participate in meetings as required
- Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values
- Participate in performance development plans and supervision
- Participate in the organisation's continuous quality improvement programs and activities

Qualification requirements

- Certificate or Diploma in Business Administration will be well regarded
- Refer to BCH Staff Immunisation and Infectious Diseases Policy and Procedure for recommended vaccinations.

Key Selection Criteria**1. Experience:**

- Previous experience in phone and office based administrative service

2. Interpersonal Skills:

- Proven ability to provide excellent service to client, staff and general community members
- Effective oral and verbal communication skills, including the ability to show empathy and patience towards clients and staff
- Open mindedness and a non-judgemental attitude, and an ability to demonstrate respect for people with a range of health experiences/issues, social, economic and cultural backgrounds and trans and gender diverse identities
- A "can do" attitude, a proven ability to use initiative to solve problems, and work collaboratively within a team to reach an agreed outcome
- Ability to work positively, collaboratively, and productively in a large and complex team environment

3. Written Communication:

- Strong written communication and report writing skills

4. Computer Skills:

- Strong knowledge of and ability to use the Microsoft Office Suite and Windows based programs and database management systems
- Sound use of reflective work practices to ensure high level of accuracy and compliance using software applications
- Computer literate, experience with Microsoft Office Suite, client's databases and phone system software preferred, but not essential
- Ability to learn new software packages quickly

5. Organisational Skills:

- Ability to prioritise workloads and conflicting tasks and manage deadlines
- High attention to detail

6. Alignment with BCH values:

- Ability to align with the BCH values in all areas of work

Conditions of Employment and other relevant information

- The successful applicant will be required to maintain a current driver's licence.
 - BCH strongly supports Equal Opportunity and Access to Services, and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation.
 - The successful applicant will be required to undertake a police records check. Appointment is subject to the outcome of this check.
 - The successful applicant will be required to obtain and maintain a valid employment Working with Children Check whilst employed in this position.
 - The successful applicant will be required to obtain and maintain a valid NDIS Worker Screening Check whilst employed in this position.
 - Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
 - BCH reserves the right to vary the location of the position according to the needs of BCH and its clients and any future changes to the BCH's areas of operation.
 - Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
 - Salary sacrifice arrangements are available to all staff subject to BCH's ongoing Fringe Benefits Tax exempt status.
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