

Role	Health Service Concierge
Date:	March 2021
Department:	Organisation wide
Classification:	
Industrial Instrument:	Health and Allied Services, Managers and Administrative Officers Victorian Public Sector Multiple Enterprise Agreement (2021-2025)
Employment Status:	Casual
Reports to:	Director of Corporate Services
Our Vision:	Caring for and working with our Community.
Our Strategic Principles:	<ul style="list-style-type: none"> • Prioritise services and activities that help people to maintain their independence. • Engage with people living in Beechworth and surrounding communities, to understand their priorities and advocate for better health outcomes for them. • Maintain a focus on consumer needs and interests at all times. • Work in partnership with sub-regional health service providers to ensure residents of Beechworth and surrounding communities have access to the health services they need
Our Values:	<ul style="list-style-type: none"> • Respect • Unity • Integrity • Innovation • Excellence <p>Beechworth Health Service (BHS) is committed to a diverse and inclusive workforce and follows Equal Employment Opportunity Principles. We encourage applications from Aboriginal and Torres Strait Islander people, all members of the LGBTQI+ community and people with disability.</p>
Position Purpose:	To assist the organisation to meet its strategic and operational objectives in relation to the risks associated with COVID-19. The Health Service Concierge role will contribute to the management of measures that are required of BHS with respect to entry to the BHS during the COVID-19 pandemic or other periods as required
Pre- Requisites	<ul style="list-style-type: none"> • Favourable police check (to be renewed every three years) • Current Working with Children Check at employee's expense, (where relevant).

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- Current Influenza Vaccination (Evidence Required) and other Vaccinations that may be a requirement of the current COVID-19 pandemic response
 - Current and valid drivers licence, which is appropriate for the type of vehicle being driven.
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Key Selection Criteria

- Ability to provide a positive customer experience in a changing environment
 - Ability to work autonomously
 - Ability to communicate clearly
 - Ability to problem solve
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Accountabilities:

- Achievement of the agreed performance measures as defined in the Statement of Priorities for this role (Appendix 1)
 - Undertaking the role in accordance with legislative and funding obligations
 - Undertaking the duties of the role in accordance with BHS policies
 - Operate in accordance with Beechworth Health Service's delegated authority
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Key Responsibilities:

- Screen & oversee temperature testing of all visitors and employees (at designated entrance) to the organisation, in response to the requirements the COVID 19 pandemic.
 - Manage visitor access to patients, as per list provided and escalate any discrepancies to the appropriate person including Urgent Care Presentations
 - Ensure visitors (at designated entrance) complete and sign in & out the visitor register / QR code registration.
 - Ensuring own personal protection, by practising hand hygiene & wearing appropriate Personal Protective Equipment (PPE).
 - Ensure all people entering BHS are made aware of BHS's contemporary COVID-19 safe practices e.g. proper use of face masks, hand and respiratory hygiene, absence of case definition symptoms and absence of travel and exposure risks
 - Provide excellent customer service to all visitors and employees.
 - Escort people within BHS as required
 - Ensure proper surface cleaning of work area as per BHS's COVID-19 safe cleaning practices
 - Assist with basic administrative duties, as required.
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Quality of service

- Participate in the leadership of quality and improvement at BHS
 - Contribute to a culture of service quality and safety improvement by actively seeking ways to enhance the capability and performance efficiency, efficacy and safety of operational processes and decision making.
 - Participate in Infection prevention and control and No Lift programs as appropriate to the role
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- Promote a commitment to conduct and behaviour of Committees, Working Parties and Project Teams within which the role participates
 - Maintain a working knowledge of relevant policies and procedures that relate to this role
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Experience of service

- Ensure that people accessing Beechworth Health Service will experience a person-centred approach with respect to their needs
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Workforce

- Participate in BHS's framework for staff development including mandatory competencies
 - Act as a role model for colleagues
 - Play a role in the induction of new members of staff
 - Promote and encourage innovative service delivery
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Relationships

- Liaise with managers and assist in problem solving to deal with issues as they arise
 - Maintain a commitment to confidentiality of BHS materials, conversations, data and other information at all times
 - Attend and participate in relevant meetings at BHS
 - Present a courteous and respectful image to clients, colleagues, external organisations and other customers / visitors to BHS
 - Develop and foster strategic relationships with key internal partners.
 - Participate in the active management of BHS's commitment to the Prevention and Response to Family Violence through training, sensitive support for colleagues and others who may be experiencing the effects of family violence and by encouraging people to seek help as appropriate
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Sustainability

- Manage the use of BHS resources efficiently and effectively within the scope of the role
 - Contribute to a culture that promotes the BHS Values
 - Participate in the leadership of risk assessment and opportunity identification for the benefit of BHS
 - Contribute to organisational wide improvement processes including compliance and improvement initiatives
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Risk Management:

- To be observant with regard to identification of potential hazards and to act on those hazards appropriately which cannot be remedied immediately
 - Where possible, rectify hazards and notify manager with a view of preventing recurrence.
 - Observe risk management principles, policies and practices through the risk management BHS policy/framework
 - Employ risk management principles and practices in day-to-day duties and functions
 - Report on any matter that may have a potential risk exposure to the organisation, fellow employees, contractors or the public
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Occupational Health & Safety:

- To comply with provisions of the Occupational Health and Safety Act by taking all reasonable precautions to ensure the health and safety of self and others
 - Read, understand, and comply with workplace health and safety policy, safe work practices and procedures.
 - To rectify actual or potential hazardous situations, where appropriate, in accordance with established policies and procedures
 - Attend training programs designed to monitor and protect the health of staff in their workplace
 - To report to your Manager:
 - Unsafe equipment, work practices or conditions
 - Any incidents, near misses, injuries, or illnesses.
 - Potential Hazards
 - Damage or defects to Beechworth Health Service equipment or property
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A performance appraisal will take place in the first 3 months of commencement of the role and annually thereafter.

An agreed set of performance indicators will be determined annually.

As the occupant of this position, I have read and understood the above position description.

Name: [please print]

Signature: **Date:-**.....

Appendix 1: Statement of Priority accountabilities <insert year>

Statement of Priorities 2021

Key areas of responsibility / Value Themes	BHS Service Plan / Strategic Plan / Statement of Priorities Accountability
Quality	Demonstrates capacity to deal with and professionally manage challenging customer presentations in line with BHS policy
Experience	Demonstrates approach to customer enquiries that are consistent with BHS values
Workforce	Mandatory competencies completed
Relationships	Demonstrates above the line behaviours in working with colleagues and other people
Sustainability	Reports issues of concern and or infection control / OH&S / OVA risk

Appendix 2:

JOB DEMANDS CHECKLIST

Beechworth Health Services endeavours to provide a safe working environment for all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others.

Frequency Definitions		
I	= Infrequent	Activity may be required very infrequently
O	= Occasional	Activity required occasionally, not necessarily all shifts
F	= Frequent	Activity required most shifts, up to 50% of the time
C	= Constant	Activity that exists for the majority of each shift and may involve repetitive move for prolonged periods
N/A	= Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks					
Standing	Remain standing to perform tasks					
Walking	Periods of walking required to perform tasks					
Bending	Forward bending from waist to perform tasks					
Kneeling	Remaining in a kneeling position to perform tasks					
Lifting/Carrying	Light lifting and carrying					
	Moderate lifting and carrying					

	Assisted lifting (mechanical, equipment, person assist)					
Working at Heights	Ascending and descending ladders, stools, scaffolding					
Pushing / Pulling	Moving objects, e.g. Trolleys, beds, wheelchairs and floor cleaning equipment					
Reaching	Arms fully extended forward or raised above shoulder					
Crouching	Adopting a crouching posture to perform tasks					
Foot Movement	Use of leg and/or foot to operate machinery					
Head Postures	Holding head in a position other than neutral (facing forward)					
Fingers/Hand/Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding					
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands					
Driving	Operating a motor-powered vehicle e.g. use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus, etc.					

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Psychosocial Demands						
Distressed People	Highly emotional people crying, upset, unhappy, depressed, e.g. emergency or grief situations					
Aggressive / Unpredictable People	Raised voices, yelling, swearing and arguing e.g. drug/alcohol, dementia, mental illness					
Exposure to Distressing Situations	E.g. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased					
Environmental Demands						

Gases	Working with explosive or flammable gases requiring precautionary measures					
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring Personal Protective Equipment (PPE)					
Noise	Environmental/background noise necessitates people raising their voice to be heard					
Biological Hazards	E.g. Exposure to body fluids, bacteria, infection diseases requiring PPE					
Cytotoxic Hazards	Handling and/or preparation of cytotoxic materials					
Radiation	Working with radiologic equipment					
