

POSITION DESCRIPTION

Position Title:	Access Officer
Business Unit/Department:	Community Adult Health Programs
Division:	Integrated Community Health Services
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification:	Grade 1 – Level 1 to Level 5 (HS1 to HS17)
Reports To:	Manager – Community Adult Health Programs
Direct Reports:	N/A
Date Prepared/Updated:	12 December 2025

Position Purpose

The Integrated Community Health Services (ICHS) supports a wide variety of clients accessing community health-based services across Bacchus Marsh and Melton. The ICHS Access Team is a first point of contact for many clients within their journey to access services. The team focuses on referral management and the initial appointment booking in the areas of Adult, Paediatric and Community Aged Care services.

The ICHS Access Officer will support all three arms of the Access Team. The Access Teams support the client registration, referral registration and initial appointment booking of clients wishing to access the community services. The three teams are:

- Aged Care Access Team
- Paediatric Access Team
- Adult Access Team

The role will work closely with the Team Leader and Manager of Community Adult Health to ensure patient flow and the community demands are being met.

Business Unit Overview

The Operations Directorate is one of the largest and most complex directorates within Western Health providing Western Health's patient care and contacts. These services range from outpatients to inpatients, theatres to Intensive Care, birthing rooms and Emergency Departments and many more services.

Integrated Community Health Service Directorate

The Integrated Community Health Services Directorate at Western Health focuses on delivering high quality evidence based care to those residing in the City of Melton and Moorabool Shire across a variety of clinical settings. Services are provided across acute (medical surgical and maternity unit), outpatient services (Paediatric and Adult), outpatient rehabilitation, community health settings (Paediatric and Adult), residential care services, health promotion, community partnerships and support services across Bacchus Marsh, Melton and Caroline Springs campuses.

Our Vision

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The Integrated Community Health Services Directorate has a strong focus on multidisciplinary care with services being provided in both an individual format and group based interventions. Staff model the Western Health values of CARES (Compassion, Accountability, Respect, Excellence and Safety). Within community services there are multiple different funding programs to support a patient's and client's journey and build their independence in the community.

Services within this directorate include:

- Adult Allied Health
- Paediatric Allied Health
- Community Health Nursing
- Community Nursing
- Perpetrator Men's Family Violence
- Aboriginal Programs
- NDIS (National Disability Insurance Scheme) Therapeutic Supports
- Support at Home Programs
- Dental Services

Division of Allied Health

Allied Health provides a range of evidence based, client centred, specialist services at Western Health, across the care continuum, from admission within the emergency department through to discharge in the community. These services work across the spectrum of life, from neonates to the elderly. The predominant focus of Allied Health is the return and optimisation of an individual's function, and wellbeing, from both physical and psycho-social perspectives. Activity is aligned with Western Health's Best Care Model and CARES values. Allied Health involvement is pivotal to efficient and effective multidisciplinary team functions, discharge planning and patient centred care. Western Health employs a range of Allied Health disciplines, each with unique specialist tertiary training and skills, including:

- Audiology
- Clinical Psychology and Neuropsychology
- Exercise Physiology
- Language Services
- Nutrition and Dietetics
- Occupational Therapy
- Pastoral Services
- Physiotherapy
- Podiatry
- Social Work
- Speech Pathology

Key Responsibilities

- Provide a welcoming, knowledgeable and professional initial point of contact for people who Western Health, via the phone, wishing to make appointments to see health professionals.
- Ensure that all clients seeking appointments are contacted and provided with an appointment, informed of their placement on a waiting list or provided with an alternative treatment options within a timely fashion.
- Ensure up to date information and knowledge around referral requirements and processes.
- Ensure up to date information and knowledge around current service availability and processes.
- Maintain close working relationships with health professionals involved in the intake processes and external stakeholders.
- Provide education and act as a resource to other staff, patients, community groups and other agencies as appropriate to the role.
- Maintain statistics in accordance with Western Health requirements.
- Participate in service development, organisational meetings, staff development and training as required.
- Participate in relevant meetings of Western Health.
- Assist the Manager and Team Leader of the area with other duties as required.

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- Ensure documentation is maintained in the standard manner when required and in all appropriate platforms (ie iPM, EMR and My Aged Care)
- Support the collection of information regarding referral processes including but not limited to additional referral information, court orders, and service agreements
- Ensure the completion of appropriate requirements as per the team working in to meet registration and funding guidelines
- Be aware of and participate in quality and risk management programs.
- Participate in staff development activities.
- Utilise appropriate communication channels as per organisational structure.
- Maintain and protect patient privacy and confidentiality at all times.
- Act in accordance with standards, guidelines and mandatory trainings.
- Have a clear understanding of the patients/consumer rights and responsibilities.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Manager Community Adult Health
- Other departmental managers
- Team Leader: ICHS Access
- Senior clinicians
- Clinic Co-ordinators

External:

- Patient, carers and other support people
- GP's and other external referrers
- Relevant community stakeholders

Selection Criteria

Essential:

- Computer and data entry skills
- Demonstrated ability to work in a team.
- Good time management skills, with the ability to understand and prioritise tasks.
- Demonstrated ability to communicate effectively to achieve results.
- The ability to communicate with people from a variety of backgrounds.
- Ability to apply, without exception, principles of confidentiality, privacy and maintain confident communication.

Desirable:

- Experience with iPM, EMR and My Aged Care Provider Portal.
- Experience dealing with members of the public on a one-to-one basis.
- An understanding of waiting list management and referral processes in the public health system
- A good understanding of Medical Terminology/certificate in Medical Terminology

Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Obtain an NDIS Worker Screening Check clearance prior to employment (if requested)
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.

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- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- 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 Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- 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. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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