Position Description

Position Title:	Service Support Coordinator
Reports to:	Program Manager – Community Interlink
Department:	Community Interlink
Directorate:	Clinical Operations
Cost centre:	J7052
Code & classification:	Grade 2, Levels 1 – 5 (HS2; HS18 – HS21)
Employment conditions:	Health and Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025 - 2027 and its successors and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

This position forms part of the Community Interlink team responsible for providing care and service Coordination to Home Care Package recipients. Community Interlink is a program of Goulburn Valley Health, which support services to frail older people, people with disabilities and their carers.

The Service Support Coordinator reports directly to the Program Manager within the Community Interlink team.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to:

- Operating with responsibility and accountability within the allocated role parameters
- Co-working and providing daily support to the Community Interlink Team and clients
- Liaison with clients and/or their carers, while working in a culturally safe and responsive manner
- Liaison with service providers for effective scheduling and delivery of service provision
- Giving and receiving feedback between consumers and providers
- Ensuring the provision of services are linked to the consumers care plan and as per allocated budget
- Provide and contribute to consumer monitoring with Case Managers
- Provide administrative functions necessary to support best practice in the delivery of services that comply with the Community Interlink Staff Manual and HCP Guidelines
- Demonstrate a trauma aware and healing informed approach in provision of care and services
- Participate in service quality initiatives and identify areas for continuous improvement

- Provide a high quality service to both internal and external stakeholders that reflects best practice and adds value to GV Health
- Support consumers though identification of change in their situation and informing relevant parties
- Keeping accurate and up to date records on the Client Management System

KEY SELECTION CRITERIA

Essential:

- Sound experience of the knowledge and skills required in working with frail older people, people with disabilities and their carers.
- Well-developed interpersonal and communication skills, including the ability to initiate and maintain contacts with a broad range of service providers and community agencies.
- A sensitive approach to working with individuals and a philosophy of empowerment.
- Knowledge of the Care Coordination approach to service delivery, in a rural community setting.
- Ability to work as part of a multi-disciplinary team.
- The ability to exercise independent judgement and innovative problem solving skills in day-to-day activities.
- Competent computer skills, specifically in Windows based packages.
- Current Drivers licence.

Desirable:

- Demonstrated ability to negotiate access to appropriate services.
- Skills with Financial monitoring, invoicing and budgeting.
- An understanding of the brokerage model of service delivery.
- A Certificate IV in an appropriate Health and/or Human Services field, or extensive, relevant experience.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Development and maintaining of collaborative relationships with all other teams and professionals;
- Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Follow correct policies and procedures and work within scope of practice
- Maintain accurate and complete records to ensure client information is gathered and kept in accordance to relevant legislation, guidelines and the staff manual
- Attendance and active participation at meetings as required
- 100% compliance with core competencies and training requirements as outlined in the GV Health Education Framework
- Active participation in both the Supervision and Performance and Development review process
- Follow correct policies and procedures and work within scope of practice
- Maintain accurate and complete records to ensure client information is gathered and kept in accordance to relevant legislation, guidelines and the staff manual

- Attendance and active participation at meetings as required
- 100% compliance with core competencies and training requirements as outlined in the GV Health Education Framework
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AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
- Maintain a safe working environment for yourself, your colleagues and members of the public;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Clinical Operations	**Service Support Coordinator**
Reviewed by:	Program Manager - Community Interlink
Issue Date:	November 2026

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: Values and Vision - GV Health

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: Strategic Plan 2024-2026 - GV Health

FOR MORE INFORMATION

Application tips: Application Tips - GV Health
GV Health: https://www.gvhealth.org.au/about/
Child Safety and Wellbeing: Child Safety and Wellbeing - GV Health
Living in Goulburn Valley: Goulburn | Regional Living Victoria
GV Community Connector: Community Connector Program for Businesses