

Position Description

At REDHS, our vision is to be a trusted leader in our local rural health care. **Growing Together – Our People, Our Culture, Our Future.** reflects our commitment to achieving this by fostering a workplace where people feel valued, respected and connected.

As a trusted service provider, our actions shape our culture and influence the experience of those we serve. This Position Description outlines the responsibilities and expectations of the role and its contribution to our mission and strategic objectives. At REDHS, how we achieve outcomes is as important as the outcomes themselves. All employees are required to comply with the REDHS values and demonstrate them consistently in their daily work to support our people, strengthen our culture and positively impact our community.

Position Title	Community Services Business Support Officer
Position ID	30010545
Department	Allied Health & Community Services
Award	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employer) Enterprise Agreement 2025-2027
Classification	HS2
Employment Type	0.8FTE
Reports To	Director Allied Health & Community Services
Direct Reports	Nil
Date Document Approved	Sept 2026
Approved by	Director Allied Health and Community Services
Purpose of Position	The Community Care Business Support Officer is responsible for supporting the effective administrative, financial, reporting and operational functions of the Allied Health & Community Services Directorate at REDHS. The role works closely with the Director Allied Health & Community Services, Allied Health Team Leader, Support at Home Team Leader, Community and In-Home Support Team Leader and Intake Officer to ensure compliance with funding requirements, maintain accurate service and financial reporting, support business performance and contribute to the efficient delivery of community-based services. The position provides system administration support, coordinates reporting requirements across multiple funding streams and ensures the integrity and completeness of service data.

Key Accountabilities & Performance Indicators (Focus on 6–8 high-impact areas)

Key Accountabilities (Strategic Focus)	Performance Indicators (Measures of Success)
Community Care Performance and Funding Compliance	Community Care activities are accurately recorded and monitored. Funding requirements are met. Key performance indicators are reported within required timeframes.
Data Integrity and Reporting	- Daily data checks are completed to ensure service activity, client information and funding data are complete, accurate and up to date. Data discrepancies are identified and resolved promptly. - Staff lists are completed and finalised within two business days of each service delivery date, as demonstrated by the Incomplete Lists Report, except where this halts the accounts team correctly invoicing on the first business day of each month, therefore requiring staff lists to be complete and locked on the same day - Accounts team is able to correctly invoice on the first business day of each month

Activity Reporting and Funding Submissions	CHSP, HACC PYP and other funded activity reports as directed by the Executive Team are submitted accurately and on time. Block funding submissions are completed by the 5th working day of each month / quarter depending on the funding type.
Financial Administration	Schedule of fees are correctly input/updated in Uniti by the end of each financial year or as otherwise dictated by the Executive Team
Business Systems Administration	Provides Uniti system support and update coordination, including user support, system configuration assistance, troubleshooting and process improvement activities.
Contract and Provider Administration	Contractor and supplier documentation, insurance, contracts and statutory requirements are maintained and monitored prior to commencement of services.
Department Reporting and Analytics	Financial, operational, quarterly and annual reports are prepared accurately and provided within required reporting periods. Data is analysed and presented to support decision-making.
Governance and Administrative Support	Policies, forms, brochures and service agreements are maintained and reviewed. Secretarial support is provided for meetings and organisational requirements.
Values and Culture	Demonstrates REDHS values and contributes to a safe, respectful, inclusive and high-performing culture.
Actively demonstrates and embeds the REDHS values in all actions, decisions and interactions, contributing to a safe, respectful, inclusive and high-performing culture aligned to Growing Together: Our People. Our Culture. Our Future.	- Consistently demonstrates behaviours aligned to REDHS values in daily practice. - Treats consumers, colleagues and community members with respect, fairness and professionalism. - Takes personal accountability for actions, follows through on commitments and raises concerns appropriately. - Contributes positively to team culture and psychological safety. - Participates in engagement, learning and improvement activities that strengthen service quality and sustainability. - Uses organisational resources responsibly and supports environmentally and financially sustainable practices.

Key Relationships

Internal Relationships
- Director Allied Health & Community Services - Community Based Managers - Community Based Team Leaders - Home Care Package Client Advisors - Allied Health Staff - Community Care Staff - Support at Home Care Partners - Residential Aged Care Teams - Finance Department - Executive Team
External Relationships (Community, Industry etc)
- Department of Health and Aged Care - National Disability Insurance Agency (NDIA) - Home Care Package providers and contractors - Clients and carers - Community service providers - Medicare and PRODA representatives - Funding and reporting agencies - External suppliers and contractors

Key Selection Criteria & Capabilities

Key Selection Criteria
Qualifications
• Certificate IV in Business or equivalent (desirable) • Appropriate qualifications and/or experience in business administration
Essential Registrations
• Current National Criminal History Check. • Current NDIS Worker Screening Check. • Current Working with Children Check.
Technical and Professional Capabilities
• Experience in business administration and service support functions. • Experience managing programs to achieve targets and quality standards. • Experience with data management, reporting and analysis. • Ability to analyse, collate and present reports. • Strong attention to detail and financial acumen. • Experience with Microsoft Office Suite, particularly Excel, Word and PowerPoint. • Experience managing invoicing, receipting and financial administration processes. • Demonstrated ability to manage multiple funding streams and reporting requirements. • Ability to support business systems including Unifi, DEX, RRHACS, Oracle and PRODA. • Knowledge of community care, aged care and disability service funding models is desirable.
Personal & Leadership Capabilities
• Ability to work independently and under limited supervision. • Strong organisational and time management skills. • Ability to prioritise competing workloads and meet deadlines. • Strong verbal and written communication skills. • Commitment to continuous improvement and service excellence. • Ability to develop and maintain effective working relationships. • Demonstrated problem-solving ability and initiative. • Commitment to confidentiality and professional conduct.

Growing Together – Our People. Our Culture, Our Future.

REDHS Values and Behaviours	
Our culture is shaped by the values and behaviours we demonstrate every day, and our commitment extends beyond our organisation into the community we serve. Employees are required to comply with the REDHS Values, as the way we behave in the workplace and the manner in which we undertake our roles is just as important as how we perform the tasks associated with them. We expect all employees to embrace the REDHS Values and demonstrate them consistently in their daily work, contributing positively to our people, strengthening our culture, and supporting our community.	
R	Reliability We are trustworthy and consistent in everything we do, ensuring safe, high-quality care for our patients, residents, and the community at all times.
E	Engagement We work collaboratively with colleagues, patients, and our community to address challenges, create opportunities, and bring about positive change in rural health and wellbeing.
D	Diversity We respect and embrace the unique needs, experiences, and perspectives of every individual, ensuring culturally safe and inclusive care for all.
H	Hospitality We welcome and treat everyone with warmth, empathy, and generosity, creating a positive and compassionate experience for patients, families, colleagues, and visitors.
S	Sustainability

	We deliver care responsibly today while making decisions and using resources that safeguard the health, wellbeing, and future of generations to come.
--	---

Employment Obligations

Employment Principles
REDHS is committed to the employment principles that reinforce the public sector values. These principles ensure: • Employment decisions are based on merit and employees are treated fairly and reasonably • Employees have a reasonable avenue of redress against unfair or unreasonable treatment • Equal employment opportunity is provided • Human Rights are upheld in accordance with the Charter of Human Rights and Responsibilities Act 2006
Professional Conduct and Organisational Compliance
Employees of REDHS must perform the inherent requirements of their role to a professional standard and comply with all REDHS policies, procedures, Codes of Conduct, values and lawful directions, as well as applicable legislation, industrial instruments and accreditation standards. All staff must demonstrate the REDHS Values, maintain confidentiality, access information only as required for legitimate work purposes, participate in the Performance Review and Development program, complete mandatory training and engage in relevant professional development.
Personal Centred Care
All staff are required to support the REDHS “This is Me” philosophy by treating all individuals with dignity and respect, supporting informed decision-making and providing care and service that recognises individual needs and rights.
Work Health Safety & Risk
All employees must take reasonable care for their own health and safety and that of others, follow safe work practices, use personal protective equipment as required, report hazards, incidents and risks in accordance with REDHS systems, participate in emergency preparedness activities and contribute to organisational risk management and continuous quality improvement.
Clinical Practise Requirements (Clinical roles)
Employees in clinical roles must maintain current registration and/or licensing, practise within their approved scope, complete required competencies, deliver safe person-centred care aligned with NSQHS and professional standards, and participate in clinical risk management and multidisciplinary collaboration.
Employment Conditions
Appointment and ongoing employment are subject to satisfactory pre-employment checks including Police Records Check, Working With Children Check (where applicable), NDIS Worker Screening Check for identified risk-assessed roles, and staff immunisation clearance in accordance with REDHS policy, as well as disclosure of any pre-existing condition that may affect the inherent requirements of the role.

Additional Requirements

Position Review
• This Position Description may be reviewed and amended at any time, with approval from the relevant Director and in consultation with the employee. • Appointment is subject to satisfactory Staff Immunisation clearance and required pre-employment checks, including a Police Records Check, Working With Children Check and, where applicable, an NDIS Worker Screening Check. • This document outlines the general duties and responsibilities of the role and is not exhaustive. • An initial performance review will occur within three months of commencement and annually thereafter. These discussions provide an opportunity to review responsibilities, clarify expectations and set objectives for the year ahead. • This position has been assessed as suitable for remote work for up to 50% of contracted hours, subject to approval by the Executive Team. Employees must remain available to attend the workplace when reasonably requested by the Executive Team to meet operational requirements. The employee will use their available leave entitlements where they are unable to meet a reasonable request to work from the office.

Acceptance of the Position

This Position Description:

- Is to be read in conjunction with the employee's Contract of Employment, applicable Enterprise Agreement, and REDHS policies, procedures and Codes of Conduct.
- May be amended from time to time in consultation with the employee.
- Reflects the general duties and responsibilities of the role and is not intended to be exhaustive.

By signing below, the employee acknowledges that they have read, understood and agree to comply with the requirements and responsibilities outlined in this Position Description and associated employment documentation.

Name

Date

Signature