

Position Description

Position Title:	Customer Service Officer – Home Nursing Services
Reports to:	Nurse Unit Manager – Home Nursing Service
Department:	Home Nursing Service
Directorate:	Community Care & Mental Health & Chief Allied Health Officer
Cost centre:	J5005
Code & classification:	Grade 1A (HS1A) or Grade 1, Levels 1 - 5 (HS1; HS14 – HS17)
Employment conditions:	Health and Allied Services, Managers and 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

The Home Nursing Service (HNS) operates from GV Health's Community Health @ G V Health campus, 121-135 Corio Street, Shepparton. HNS services include District Nursing (DNS), Hospital in the Home (HITH) and specialty areas inclusive of Stomal, Wounds, Diabetes, and Continence Service. The HNS provides services across the municipalities of Greater Shepparton, Shire of Moira, and Shire of Strathbogie. Services are primarily delivered under the Commonwealth Home Support Program (CHSP) and the State Home & Community Care Program for Younger People (HACC PYP).

The Customer Service Officer performs a wide range of clerical and administrative support tasks to assist in the functioning of an efficient and effective department. The role has a functional responsibility to the Manager of Home Nursing Services. The Customer Service Officer is responsible for the provision of clerical duties including, reception, data collation and maintenance, secretarial and administrative support to the Manager of Home Nursing Service, and Home Nursing Services' programs and specialties.

The Customer Service Officer's goal is to promote and maintain good customer relations with all consumers, visitors and other GV Health employees. This position amongst others is responsible for promoting GV Health as an excellent regional health service provider.

The Home Nursing Service provide high-quality care, as a health care provider we engage in meaningful and active partnerships with individuals, ensuring their perspective shape organisational priorities and drive continuous improvement. This collaborative approach fosters trust, respects individual experiences, and ensures that services are responsive, inclusive, person-centred, and aligned with the needs and preferences of those receiving care.

RESPONSIBILITIES AND DUTIES

These responsibilities are integral to ensuring the efficient and effective operation of the Home Nursing Service, contributing to the delivery of high-quality care and support to consumers.

The following duties are inclusive of but not limited to the following:

- Provide clerical and administrative assistance and support to Home Nursing Services
- General office maintenance to improve costs and effectiveness
- Communicate effectively and professionally with internal and external stakeholders and employees
- Provide timely, appropriate, and accurate response to enquiries, referrals and could track and follow up on information and actions
- Ensure all requests for data collection and reporting is completed accurately, confidentially and with discretion.
- Promote efficient teamwork and service provision both within the department and/or organisation and with other service providers
- Dress and personal presentation to reflect the organisations standards at all times
- Courteous and efficient telephone manner
- Positively promote the organisation both internally and externally
- Work in a flexible manner and perform additional duties as requested as defined appropriate by the Manager and within the capabilities of the person at the time
- Maintain fleet vehicle records, coordination of repairs and follow up of issues
- Management of Software systems including: DVA claiming system & Home Nursing Service specific software systems
- Contract Documentation Management: Maintain contract documentation for services, including Hospital in the Home (HITH), National Disability Insurance Scheme (NDIS), brokered agreements, and service agreements
- Maintain all client files to GV Health Standards and policies, including offsite documentation storage and retrieval
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health Patient-Centred Service Delivery: Ensure a high standard of accuracy and performance that reflects a commitment to our consumers
- Quality Assurance Activities: Support quality initiatives, including file audits, document preparation for accreditation, and the development of consumer education, promotional, and training materials
- Scheduling and Resource Coordination: Schedule client appointments and coordinate necessary resources, such as fleet vehicles and room bookings
- Customer Service: Undertake customer service duties, including responding to general enquiries
- Administrative Support: Assist with general administration and clerical duties, take meeting minutes, processing referrals to programs delivered through various channels, and providing monthly reporting data as required
- Office Maintenance: Contribute to general office maintenance to improve cost-effectiveness, such as ordering stock and managing electronic devices.
- Program specific software reporting and maintenance, such as Uniti
- Support Administration Finance Officer and ability to attend EOM financial commitments
- Reception Support: Provide support for reception and front-of-house duties, if required
- Clinical Effectiveness Support: Assist the organization in achieving clinical effectiveness by providing appropriate systems, information, or services to clinical areas

KEY SELECTION CRITERIA

Essential:

- Experience in formatting and presenting data.
- Experience working within a health care setting.
- Experience dealing with clients from culturally and linguistically diverse communities.
- Understanding of Service Coordination principles
- Knowledge of the service system, and ability to liaise and advocate across the full spectrum of health and community services.
- Ability to work independently with advanced clinical skills and knowledge to make timely responses to care.
- Excellent interpersonal, written and communication skills, including computer literacy and the ability to produce well-written reports.
- The ability to work collaboratively as an individual practitioner within an interdisciplinary team environment including the ability to initiate and maintain effective professional relationships.
- Proven organisational and time management skills with an ability to prioritise and manage a diverse caseload.
- Ability to interpret legislation and guidelines and apply such to daily work processes.
- Well-developed customer service and communication skills, including demonstrated experience providing first response telephony services.
- Ability to utilise initiative and resources to improve processes applicable to the role.
- Current Australian Drivers Licence
- Clear National Disability Insurance Scheme Worker Screening Check prior to commencement of employment.

Desirable:

- Cert III in Health Administration or be working towards same.
- Experience in the use of medical terminology.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful achievement of:

- 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.
- Maintained and work within scope of practice.
- Attendance and active participation at meetings as required.
- 100% compliance with core competencies and training requirements as outlined in the GV Health Education Framework and HNS / CHSP / HACC PYP / NDIS training and education requirements.
- Statistics, evaluations and reports are completed within agreed timeframes.
- Active participation in the Performance and Development review process.

ALL GV HEALTH STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of 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;
 - Develop and maintain collaborative relationships with all other teams and professionals;
 - Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
 - Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
 - 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 and maintain all 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;
 - Comply with requirements of the 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 Victorian Department of Health Victoria;
 - Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
 - In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All 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.
-

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 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.

Community Care & Mental Health & Chief Allied Health Officer	Customer Service Officer – Home Nursing Services
Reviewed by:	Nurse Unit Manager – Home Nursing Services
Issue Date:	September 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](#)