



Murray Valley Aboriginal Cooperative was established in 1974 with a clear vision to provide Health, Housing and Child Care / Education to our Community. MVAC is now the largest service provider in Robinvale and welcomes you to apply for this position.

MVAC is committed to Safety and through compliance to our Standards we strive to embed this commitment throughout the organisation. Compliance to these standards is a mandatory requirement for all staff members. This Position Description provides our employees with specific role expectations and functions. The roles and responsibilities reflect our values and ensure accountability towards the achievement of our values and mission.

We are a flexible organisation and as such we expect individual roles will change over time, and position descriptions will change with them. Position descriptions need to evolve and continue to be correctly classified as these changes occur. The duties and responsibilities outlined should not be considered definitive.

<b>Position Title</b>	<b>Medicare and Digital Health Officer</b>
<b>Cost Centre</b>	Health
<b>Management Hierachy</b>	Middle Management
<b>Classification – Full or Part-time (%)</b>	Full-Time
<b>Scope or Purpose of Position</b>	Employed within the Health Services
<b>Reports to:</b>	Manager health, Families and Youth Services
<b>Secondary:</b>	Executive Director of Programs
<b>Payroll: Award</b>	Aboriginal and Torres Strait Islander Health Award or equivalent (depending on qualifications)
<b>Child Safety</b>	<p>MVAC aims to ensure the safety and well-being of children and youth throughout our organisation in line with current Child Safety Standards. In order to achieve this, MVAC has implemented all necessary legislation, regulations and guidelines pertaining to child safety at all levels of operation through policies and procedures.</p> <p><b>Management Responsibility:</b> Priorities the safety and wellbeing of children to your staff. Regularly review the 11 standards at staff meeting level.</p> <p><b>Staff and Volunteers Responsibility:</b> Priorities child safety. Implement the Child Safety and welling policies. Speak up about child safety.</p>
<b>Salary or Compensation Rate (including superannuation)</b>	<i>Note: Salary or compensation rates and conditions may be reviewed and considered at the annual performance review session only; notwithstanding any due increases in the respective over-riding award any or all adjustments in compensation conditions lies with the CEO, only, and no other agent of MVAC including the Direct Performance</i>

	<i>Reviewer.</i>
<b>Salary Packaging</b>	Available
<b>Time Fraction Per Week</b>	<p>Fulltime employees will work 34 hours per week over a 52-week year, and between the following weekly operating hours:</p> <p>Monday – Thursday: 9:00am – 5:00pm.</p> <p>Wednesday – Afterhours clinic 5pm – 7:30 pm (rotating rosters the health staff)</p> <p>Friday: 9:00am – 4:00pm.</p> <p>Closed Weekends, and National or Victorian Public Holidays.</p> <p>Breaks:</p> <ul style="list-style-type: none"> <li>- 1-hour unpaid meal break if working for more than 5 hours.</li> <li>- 10 minutes each for morning and afternoon tea if working for every 4 hours.</li> </ul> <p><b><i>Note: An employee may be requested to work hours outside the above times but may also have the right to refuse such request depending on the situation. Any excess hours maybe recognised by TOIL or direct payments, but not until it has been authorised by the CEO only.</i></b></p>
<b>Required Pre-Employment Conditions or Screening Checks</b>  <b>Mandatory training within the first 6 months</b>	<p>All MVAC employees, <b>prior to appointment</b>, are required have and maintain a WWC and police check (no older than three months before application)</p> <ul style="list-style-type: none"> <li>- <i>A Working with Children Check. (must be linked to MVAC)</i></li> <li>- <i>Police Check</i></li> <li>- <i>A current unrestricted drivers' licence, (if required in your business area)</i></li> <li>- <i>Safeguarding Children Training</i></li> <li>- <i>MARAM - if required</i></li> <li>- <i>First Aid Certificate (code finishing in 0003 or greater),</i></li> <li>- <i>Qualification in Workplace Standards is desirable</i></li> </ul>
<b>Primary Position Location</b>	<b>MVAC Offices, 87 Latje Road, Robinvale</b>
<b>Secondary Locations (If any)</b>	As required
<b>Probation Period</b>	<p>Six months after initial appointment; it can be deemed shorter at the discretion of the CEO only.</p> <p>During any probation period there will be two reviews undertaken; one approximately mid-way, and another two weeks before end of probation period at which time the employee could be come permanent for the terms of the funding source or have their probation period extended or their contract of service terminated.</p>
<b>Performance Review Timing</b>	Once an employee has had their contract of service confirmed and/or post the completion of the probation period there is usually a number of three-monthly performance / staff development reviews undertaken until the contract of service is completed or a new contract of service is renegotiated.
<b>Direct Performance Reviewer</b>	Manager of Health, Families and Youth

<b>End of Contract Conditions</b>	An end of contract can be deemed to have happened if the employee has resigned, retired, been terminated due to a breach of certain MVAC policies, and/or National or State legislations, or for other specific reasons stated in the contract of service. In most cases compensation maybe granted for an early completion of a contract of service.
<b>Primary Legislation Position Operates Under</b>	<ul style="list-style-type: none"> <li>• Child Wellbeing and Safety Act 2005 (the Act)</li> <li>• Child Wellbeing and Safety Regulations 2017</li> <li>• Child Safe Standards</li> <li>• Fair Work Act 2009</li> <li>• Human Rights and Equal Opportunity Commission Act 1996</li> <li>• Occupational Health and Safety Act 2017</li> </ul>
<b>Key Internal Relationships</b>	<ul style="list-style-type: none"> <li>• Board of Directors</li> <li>• CEO / Executive Business Manager</li> <li>• Human Resource Manager</li> <li>• MVAC Health Practice</li> <li>• MVAC Early Learning team</li> <li>• MVAC IFS and SEWB teams</li> <li>• Health Promotion and Maternal Health teams</li> </ul>
<b>Key External Relationships</b>	<ul style="list-style-type: none"> <li>• Consumer Affairs Victoria</li> <li>• MVAC Funding Bodies</li> <li>• LMARG</li> <li>• Swan Hill Shire Council</li> <li>• Robinvale District Health Service</li> <li>• Robinvale College</li> </ul>
<b>Key Accountabilities and Duties / Selection Criteria</b>	<p>A Medicare and Digital Health Officer within an Aboriginal Community Controlled Health Organisation (ACCHO) plays a crucial role in supporting the uptake and effective use of digital health solutions and Medicare processes. This position bridges technology, clinical workflows, and culturally safe service delivery, ensuring Aboriginal and Torres Strait Islander communities benefit from accessible, high-quality, and coordinated healthcare.</p> <p><b>The successful applicant must have:</b></p> <ul style="list-style-type: none"> <li>• a sound understanding of the Medicare system, Work cover, Department of veteran Affairs and Private billing</li> <li>• Experience in Medicare billing, claims processes, and understanding of Indigenous-specific Medicare policies</li> <li>• A knowledge of Medical terminology and digital health.</li> <li>• Strong IT skills</li> <li>• Must be able to provide support and training to health professional in digital health software's.</li> </ul>
<b>Key Responsibilities</b>	<p><b>Digital Health Support</b></p> <ul style="list-style-type: none"> <li>• Implement and maintain all digital health platform including but not limited to my Health record, MyMedicare, Healthlink and all necessary software integrations</li> <li>• Provide on-site support for digital health solutions, including My Health Record, secure messaging, and clinical software used by healthcare providers.</li> </ul>

	<ul style="list-style-type: none"> <li>• Conduct training, troubleshoot issues, and assist with software installations for general practitioners, allied health professionals, specialists, and other staff.</li> <li>• Act as a Data Steward for allocated datasets, ensuring data security and accuracy</li> </ul> <p><b>Medicare Administration</b></p> <ul style="list-style-type: none"> <li>• Support ACCHO staff in navigating Medicare processes, including MBS billing and PBS claiming, with an emphasis on overcoming barriers specific to Indigenous clients (e.g., identification, enrolment).</li> <li>• Liaise with Medicare Liaison Officers and utilize government support channels to streamline Medicare access for clients</li> <li>• Ensure the daily batching of Medicare is completed and reconcile all outstanding claims.</li> </ul> <p><b>Stakeholder Engagement</b></p> <ul style="list-style-type: none"> <li>• Build and maintain positive relationships with internal and external stakeholders, including community members, health professionals, and partner organisations. Such as VACCHO</li> <li>• Work in collaboration with VACCHO to implement all necessary digital health technologies</li> <li>• Promote the uptake of digital health initiatives and culturally appropriate Medicare access solutions</li> </ul> <p><b>Program Development and Promotion</b></p> <ul style="list-style-type: none"> <li>• Contribute to the design, delivery, and improvement of digital health and Medicare-related programs and projects.</li> <li>• Develop and maintain resources, conduct risk assessments, and participate in project planning and evaluation</li> </ul> <p><b>Cultural Competence and Community Focus</b></p> <ul style="list-style-type: none"> <li>• Ensure all digital health and Medicare activities are culturally safe and align with ACCHO values and community needs</li> <li>• Support the sharing of culturally appropriate information and resources to improve health literacy and service access</li> </ul> <p><b>Administration</b></p> <ul style="list-style-type: none"> <li>• Assist with the scheduling and facilitation of GPMP and Aboriginal health checks.</li> </ul> <p><b>Teamwork and Communication:</b></p> <ul style="list-style-type: none"> <li>• Foster a positive and collaborative team environment.</li> <li>• Communicate effectively with clients, staff, and other stakeholders.</li> <li>• Participate in team meetings and professional development activities.</li> </ul> <p><b>Other responsibilities:</b></p> <ul style="list-style-type: none"> <li>• May include participating in health promotion activities, contributing to workforce development, and undertaking administrative tasks related to the role.</li> </ul>
<b>Essential Personal Qualities</b>	<p><b>Key Skills and Attributes:</b></p> <ul style="list-style-type: none"> <li>• Strong knowledge and experience in primary health care.</li> <li>• Excellent communication, interpersonal, and leadership skills.</li> <li>• Punctual, reliable, flexible and well presented</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to work effectively with Aboriginal and Torres Strait Islander communities.</li> <li>• Demonstrated commitment to cultural safety and responsiveness.</li> <li>• Strong organisational and time management skills.</li> <li>• Problem-solving and decision-making abilities.</li> <li>• Proficiency in relevant software and technology.</li> <li>• This position is crucial for ensuring that ACCHOs provide high-quality, culturally appropriate, and effective healthcare services that meet the unique needs of the Aboriginal and Torres Strait Islander communities they serve.</li> </ul>
<b>Random Drug and Alcohol Testing</b>	MVAC has a policy on the usage of drugs and alcohol throughout all business centres and therefore management has a right to conduct random drug and alcohol testing, as needed or directed by either MVAC CEO or MVAC Board.
<b>Privacy Requirements</b>	All successful applicants will be required to acknowledge the existence and daily application of the MVAC Privacy Policy <a href="https://www.mvac.org.au/privacypolicy/">https://www.mvac.org.au/privacypolicy/</a> which have been developed in-line with the Privacy Act 1988 <a href="https://www.oaic.gov.au/privacy/australian-privacy-principles/">https://www.oaic.gov.au/privacy/australian-privacy-principles/</a>
<b>Disclosure of Information on Pre-existing Injuries or Conditions</b>	There is an obligation on all applicants to fully disclose, either in application and/or at interview, any prior or present medically related injuries or conditions that could have a bearing on their ability to perform the duties and responsibilities of the position, as outlined in this Position Description, or potentially expose the employer to increased workplace-related liability in the future (see primary risk exposure section for guidance). Such information cannot be used by MVAC to discriminate the applicant in their consideration for suitability for the position, nor once employed in any performance reviews or promotion considerations <a href="https://www.ag.gov.au/rights-and-protections/human-rights-and-anti-discrimination/australias-anti-discrimination-law">https://www.ag.gov.au/rights-and-protections/human-rights-and-anti-discrimination/australias-anti-discrimination-law</a>
<b>Continuous Professional Development (CPD)</b>	MVAC is a strong and active supporter of all employees undertaking opportunities to further enhance their professional, and personal skills and abilities within their area of employment. This development will be identified through the supervision process with your immediate manager. MVAC may provide this support through the conduct of internally or external managed workshops.
<b>Signature of Employee (once contract has been signed)</b>	•
<b>Name and Date:</b>	•