

EXPRESSION OF INTEREST

Casual Service Navigation Staff

Brisbane North PHN is part of the Australian Government's reform of health care. Brisbane North PHN increases access to health services in the community through innovation and improved coordination amongst service providers.

We are currently seeking a casual mental health sector professional for our Service Navigation team, working from our Lutwyche office on a short term assignment up to 15 hours a week (0.4FTE) for approximately 6 - 8 weeks. Joining our team you would play an integral part in supporting consumers, careers and health professionals to navigate mental health services and facilitate appropriate referrals to services based on needs. The role will involve providing customer service via the Service Navigation phone line as well as processing electronic referrals and maintaining information and resources.

We are seeking a person who has extensive knowledge of the mental health sector in Brisbane North, can provide exceptional customer service and has the ability to process and monitor referrals using our rediCASE data management system.

The Service Navigator role will require the following skills:

- Exceptional customer service and phone skills,
- Administrative and data entry skills, preferably in rediCASE
- Computer skills – Microsoft Office in particular
- Ability to pick things up quickly
- Well presented
- Excellent team work and communication skills

We offer a friendly and supportive team environment, competitive hourly rate, free undercover parking and 10% superannuation. If you are interested in this opportunity we would love to hear from you.

If you would be interested in this position please submit your resume and a one-page statement outlining how you meet role requirements via email to HR@brisbanenorthphn.org.au, by 5pm, Monday 9 August 2021.

Contact:

Claire Hooper or Emma Gunn

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