

Position Description

Position Title	Senior Administration Coordinator
Position Number	3010013
Division	Clinical Operations
Department	Womens Health Clinics
Enterprise Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification Description	Managers and Administrative Workers Grade 2
Classification Code	HS2
Reports to	Nurse Unit Manager Womens Health Clinics
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 5,000 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

Your New Division – Clinical Operations

The Clinical Operations Division encompasses acute, allied health, cancer and mental health services. We provide a wide range of general medical, surgical and specialty services including but not limited to; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics, Cancer Clinics and Mental Health Services. Our Allied Health teams provide a diverse range of programs and person centred care in inpatient, outpatient, community, home and residential care settings. Within a state-of-the-art hospital, our Ambulatory and Critical Care, Medical Services, Surgical Services and Women's and Children's areas use the latest technologies to provide excellent care. Our world class Cancer Centre uses a multi-disciplinary, integrated approach to treat specific cancers. The Cancer Centre offers medical oncology, radiation oncology, specialist nurses, clinical trials and cancer research, palliative care, and a Cancer Wellness Program.

The Mental Health Service provides psychiatric care and treatment across a large catchment area in Victoria stretching from Swan Hill in the north of the state to Gisborne in the south. Family sensitive practice is central to our models of mental health care and best practice ensures the identification, inclusion and support of families, carers and children.

Each year our onsite Specialist Clinics provide over 100,000 service events, we also see more than 60,000 people in our Emergency Department and welcome around 1700 babies into the world. The Clinical Operations Division assists with the admission of more than 50,000 patients into the hospital each year.

Your New Department – Womens Health Clinic

The team is part of Bendigo Health's Women and Children Department.

The Women's Health team at Bendigo Health is an outpatient facility that provides gynaecology and antenatal care for women of the Bendigo and Loddon Mallee region. Registered midwives are a crucial element of our clinical team and are responsible for providing sensitive, evidence based, family centred care. Women are offered a number of antenatal, intrapartum and postpartum care options including caseload midwifery, midwifery led antenatal care and obstetric care. The team include lactation consultants, maternity support clinicians, social workers, midwifery home care, paediatric home care, and an active education team.

Clinics offered include:

- antenatal care;
- colposcopy;
- gynaecology;
- family planning;
- gestational diabetes; and
- antenatal assessments.

The Position

The Women's Health Clinic Senior Administration Coordinator will provide effective administration support in the management of clinics which facilitate patient access and specialist care.

The position assists the manager to ensure compliance with the Department of Health Specialist Clinics Access Policy and tasks completed are carried out in accordance with established procedures. The position provides day to day supervision to the administration support staff within Specialist Clinics.

The position will include the preparation of reports for management relating to relevant policies and procedures and funding. The position will support the department in management of the Patient Administration System and clinic scheduling.

Responsibilities and Accountabilities

Key Responsibilities

- Arranging and scheduling patient appointments with the ability to support a patient centred care approach consistent with the clinics processes and guidelines.
- Take overall responsibility for compliance of processes, referrals and bookings into all clinics (including MBS and public funded clinics) and maintain relevant records.
- Supervising daily workload and workflow, providing operational oversight of the administrative team's functions, tasks and roles.
- Liaising with the Nurse Unit Manager and key stakeholders to oversee the setup, maintenance and coordination of changes as they occur to clinics and clinical templates.
- Support the Nurse Unit Manager in development of Administration team rostering.
- Take overall responsibility of the management of general office and administration duties to ensure that department is fully functional. This includes ordering all supplies to ensure the office is well equipped, utilising Bendigo Health ordering and invoicing procedures for routinely stocked items and non-stock items (externally) and processes accordingly.
- Attend departmental and/or organisational meetings as required.
- Monitor and ensure data integrity including VINAH compliance including reporting variances, anomalies and risks in KPI targets.
- Maintain the patient administration system to ensure accuracy and integrity of patient data
- Actively participate in innovation and support the team through the change process. Under the guidance of the Nurse Unit Manager develop and lead change management in such a way as to support and guide the administrative staff in an environment of continuous change.
- Other duties as reasonably required.
- Collaborate the Nurse Unit manager in the process of recruitment.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Certificate III in Office Administration or demonstrated experience working in a complex administrative and/or secretarial role in health environment.
2. Established organisational and time management skills with the ability to respond quickly and efficiently to demands, successfully manage competing priorities, maintain attention to detail and meet deadlines.
3. Demonstrated ability to actively support innovation and service development as well as an ability to adjust work practices to accommodate change.
4. Demonstrated ability to problem solve, troubleshoot and set priorities in a busy environment.
5. Excellent organisational skills with the ability to develop, improve and maintain office systems and processes.
6. Demonstrated ability to continually strive to achieve the best service with the resources available.
7. Ability to provide leadership in a multi professional team environment.

Desirable

8. Knowledge of patient administration processes within a regional acute and aged care setting.
9. Basic medical terminology desirable.
10. Demonstrated high level telephone, reception and office administration skills and experience.

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Working with Children Check Bendigo Health has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Bendigo Health. As such you must maintain a valid working with children check. In addition you will be required to assist Bendigo Health in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.