

Position Description

Position Title	Administration Support
Position Number	30100330
Division	Clinical Operations
Department	Mental Health
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2021-2024
Classification Description	Administration Grade 2
Classification Code	YC89
Reports to	Manager
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 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.

The Clinical Operations Division

The Clinical Operations Division encompasses acute and mental health services. We provide a wide range of general medical, surgical and speciality services including; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics and Mental Health Services.

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.

The Bendigo Adult Community Mental Health Team

The team is part of Bendigo Health's Mental Health Department.

The BACMHT is an integrated and multidisciplinary team, delivering 5 day a week community care to persons age 24 - 64, providing a case management response to individual patients. Treatment is recovery focused and provided during all stages of illness.

As well as providing proactive treatment and support in the community setting, lead clinicians remain involved in the care, treatment and discharge planning of their patients throughout any inpatient and/or residential admissions.

Based in Bendigo, the BACMHT is one of a multiple adult community services offered by Bendigo Health Mental Health Services.

BACMHT services can be accessed by external health care providers through Bendigo Health's Regional Psychiatric Triage Service.

The Position

The position will provide reception and administrative support to the Bendigo Adult Community Mental Health Team and when required support other teams located at the John Bomford Centre.

Responsibilities and Accountabilities

Key Responsibilities

Undertake and manage a full range of office management functions and reception duties including:

- To provide a high quality reception and telephone response to all clients and agencies who contact the service, answering, screening, referring and escalating enquiries.
- To provide computer and administrative support to clinical staff as required.
- Maintain timely data entry on the case management interface data base (CMI).
- Coordinate mail, meeting room bookings, set up of meeting rooms, undertake data entry, provision of reports and other duties as required.
- Monitor and order store/ office supply items.
- Actively participate in all scanning initiatives including but not limited to:
 - preparation and sorting of documents
 - scanning paper records/documentation
 - validation
 - data entry/maintenance and error correction of digital information
 - archiving scanned notes as directed by HIS in ensuring quality assurance and auditing processes are correctly undertaken
- Develop, maintain and monitor general office systems and procedures including clinical information and filing systems throughout the transition from paper to a digital working environment and participate in staff development and training as required.
- Participate in staff development and training as required.

Other general administrative duties as required.

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. Demonstrated high level skills in office procedure and reception.
2. Demonstrated excellent customer service and communication skills that engenders a professional and re-assuring image to patients.
3. Demonstrated ability to effectively use MS Office suite and clinical database applications, including CP-DMR, CMI and iPM with the ability to learn new systems as well as system updates.
4. Demonstrated ability to work under pressure during peak times.
5. Demonstrated ability to work both independently and as part of a team.
6. Demonstrated ability to adapt, embrace and respond positively to change, in particular, in relation to information systems and the transition from paper to a digital working environment.
7. Ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills.

Desirable

8. High level communication skills with the ability to develop effective working relationships
9. A personal approach which is positive, enthusiastic, friendly, helpful and flexible
10. Knowledge of Quality Improvement related to administrative work

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

Drivers Licence A current Victorian driver's licence is required for this position.

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.