

Position Description

Position Title	Administration Support
Position Number	30101014
Division	Clinical Operations
Department	Psychiatry Parent and Infant
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2021-2024
Classification Description	Administration G2
Classification Code	YC89
Reports to	Nurse Unit Manager
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none">• National Police Record Check• Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

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

The Position

The position will provide reception and administrative support to the assigned Inpatient Mental Health Units/s including Adult Acute, Older Persons Acute, Extended Care and Parent Infant Unit.

The position will require the successful applicant to be available for a mixture of day, evening and weekend shifts based at Level 2 Front Reception and Adult Acute Unit with the opportunity for part time staff to pick up additional shifts, as available, up to 76 hours per fortnight. We operate from 8am – 7pm, 7 days a week.

Responsibilities and Accountabilities

Key Responsibilities

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

- Provide clerical and reception support to all managers and staff within the precinct
- Manage incoming and outgoing telephone enquiries and escalate enquires where required
- Processing of files and other documentation for patients and clinical staff
- Operate a number of systems used within each unit, including but not limited to: IPM, MH-DMR, CMI, KRONOS and Microsoft office suites
- Perform data entry including updating systems with patient information, admissions, discharges and transfers
- Timely response to ensure all documentation is available in MH-DMR and aligns with other electronic databases used within the organisation
- Able to work in a dynamic fast paced environment within an acute Adult Mental Health inpatient unit
- Other general administrative duties as required

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, families and carers
3. Demonstrated ability to work both independently and as part of a team
4. Demonstrated ability to adapt, embrace and respond positively to change

Desirable

5. Certificate III in Business Administration desirable but not essential
6. Basic medical terminology and experience in patient records including admissions, discharges and transfers desirable but not essential

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.

- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

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.