

# Position Description

Position Title	Administration Support
Position Number	30010211
Division	Clinical Operations
Department	Allied Health
Enterprise Agreement	VPHS (Health And Allied Services, Managers And Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Classification Description	Administrative Grade 1
Classification Code	HS1
Reports to	Administration Manager Allied Health and Continuing Care
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>

## 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, 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.

## The Allied Health Department

The Allied Health and Continuing Care Directorate offers a diverse range of programs and services which provide high-quality person-centred care to patients and consumers in inpatient, outpatient, and community settings.

Our services include:

- Allied Health
- Rehabilitation, Geriatric and Palliative Medicine
- Community and Ambulatory Care
- Community Dental Services
- Referral Centre

## The Position

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 purpose of this position is to ensure that staff, clients, their carers and other internal and external customers receive a professional and responsive reception, administrative and clerical service.

You will be part of a supportive and professional administration team which supports a range of outpatient and home-based services.

The administration team includes a range of staff in reception and clinical support roles across the two sites of Clinical Services Campus (Stewart Street) and Stewart Cowen Community Rehabilitation Centre (Market St Eaglehawk). You may be required to work at either or both sites and will be expected to work a range of shifts rostered between 8am and 6pm.

# Responsibilities and Accountabilities

## Key Responsibilities

- Provide a professional, respectful and welcoming customer service to the internal and external customers and clients
- Perform key tasks within agreed allocated timeframes including
  - Reception duties for outpatient clinics
  - Monitor and update clinic wait lists based on clinic prioritisation
  - Monitor and fill appointment gaps in templates
  - Admission of clients into the services
  - Schedule client appointments and group bookings
  - Request and follow-up on compensable funding and patient questionnaires
  - Undertake billing process for clients
  - Data entry into the Kronos scheduling system
- Participate in meetings of the team and training as required
- Other duties as allocated by the Manager.

## 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. High level skills and experience in general office administration and reception
2. High level computer skills including word processing, data entry, email and other Microsoft applications
3. Ability to interact and communicate with a diverse range of people at all levels
4. Deliver excellent customer service to both internal and external customers
5. Ability to work as part of the team, as well as working independently
6. Demonstrated ability to manage time and prioritise competing demands
7. Flexibility to operate in an environment of change and continuous improvement

## 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

*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.*

*Last Updated April 2025*

