

Position Description

Position Title	Personal Assistant
Position Number	30025463
Division	Clinical Operations
Department	Ambulatory and Critical Care/Patient Access and Demand
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 2
Classification Code	HS2
Reports to	Director of Nursing, Ambulatory and Critical Care
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 • Working with Children 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](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Personal Assistant role will provide high level administrative and secretarial support to both the Ambulatory and Critical Care Director of Nursing and the Patient Access and Demand Deputy Director of Nursing. Further administrative support provided to the Clinical Unit Head Cardiology and NUMs on an as needs basis.

Responsibilities and Accountabilities

Key Responsibilities

- To provide high quality secretarial and administrative assistance to the Directors of Nursing including calendar management, scheduling of meetings and appointments, telephone calls, maintenance of electronic filing systems, incoming mail, distribution of correspondence, accounts processing, scanning and authorising of documentation as directed by the Directors of Nursing.
- Provide high level secretarial support for various meetings including preparing and circulating agendas, minutes and supporting documentation, and following up action items. Ensuring that the relevant DONs have all required information prior to said meetings.
- Provide administrative assistance to the ACC Operational Management team including meeting room bookings, catering, travel and accommodation, review of timesheets and schedules within Kronos in line with the fortnightly pay cycle.
- Providing administrative assistance to the Patient Access and Demand management team including meeting room bookings, catering, travel and accommodation, review of timesheets and schedules within Kronos in line with the fortnightly pay cycle.
- Liaise with various departments through Bendigo Health and key stakeholders from outside of the organisation where required in relation to support for the Clinical Operations management team.
- Management of compliance dashboards to ensure that all mandatory training and staff performance reviews are in date.
- Work collaboratively with other members of the Clinical Operations clerical support team and other colleagues within Bendigo Health to achieve efficient and productive running of the office.
- Sound knowledge of Bendigo Health systems including Microsoft Office Suite, Kronos, FMIS, Prompt, Zoom, Microsoft Teams, Success Factors, Find My Shift Rostering Platform, and other systems as required.
- Assist rostering managers with the formulation and distribution of monthly staff rosters on Kronos ensuring that all EBA requirements are lawfully met.
- Formulation and distribution of senior medical staff rosters including On Call rosters, ensuring that all enterprise agreements are adhered to.

Employees are required to carry out lawful directions outlined above or delegated to them.

Key Selection Criteria

Essential

1. Minimum two (2) years' experience in high level administrative or Personal Assistant positions.
2. High level computer skills with a sound knowledge of Microsoft Suite products including Outlook, Word, Excel, PowerPoint.

3. Knowledge of Bendigo Health applications and databases with a can-do approach, learning new systems and processes when required.
4. Experience in meeting preparation, attendance, minute taking and completion of meeting minutes, reports and letters within the required timeframe with excellent attention to detail.
5. Demonstrated high-level interpersonal skills with the ability to effectively liaise with all levels within and external to the organisation.
6. Experience in dealing with confidential and sensitive matters.
7. Ability to prioritise workload effectively to meet deadlines and schedules as directed.
8. Ability to adhere to policy guided processes as directed.
9. Ability to work as a team member as well as independently whilst unsupervised.

Desirable

10. Previous experience in a health care setting.

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.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- 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.