

Position Description

Position Title	Administration Support
Position Number	30025514
Division	Clinical Operations
Department	Surgical Services
Enterprise Agreement	VPHS (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Classification Description	Administrative Grade 1A - 1
Classification Code	HS1A - HS17
Reports to	Nurse Unit Manager, Specialist Clinics
Management Level	Non Management
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.

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.

Within a state-of-the-art hospital, the team provides high-quality services using the latest technologies. Our eleven operating theatres (including two endoscopy rooms), critical care, emergency and women's wards all have access to critical services lifts that link to the helipad allowing rapid transfer of patients both in and out of the health service.

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 Specialist Clinics Team

The team is part of Bendigo Health's Acute Ambulatory and Critical Care Department.

Specialist Clinics (Outpatients) is the referral centre for patients seeking consultation for elective and non-emergency treatment at Bendigo Health's hospital campus as a public patient. Approximately 21,000 patients are seen in the Specialist Clinics annually.

The clinics provides a facility for the assessment and management of patients referred for care by specialist physicians and surgeons. The demand for this service is high and, as a consequence, the team caters for a large numbers of patients. Consultants who attend the clinics specialise or have special interest in a variety of specialties Including:

- ENT
- Endocrinology
- Gastroenterology
- General medicine
- General surgery
- Infectious diseases
- Renal
- Ophthalmology
- Orthopaedics
- Paediatrics
- Paediatric surgery

- Plastic Surgery
- Respiratory medicine
- Urology

The Position

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The position will provide effective clerical support in the management of clinics which facilitate patient access and specialist care. This support requires a team approach in partnership with clinical staff

The position assists the Manager to ensure compliance with Department of Health Specialist Clinics Access Policy.

Responsibilities and Accountabilities

Key Responsibilities

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.

Undertake the full range of administrative activities associated with Specialist Clinics management:

- Provide exceptional customer service for in excess of 200 patients per day
- Arranging and scheduling patient appointments with the ability to support a patient centred care approach consistent with the clinics processes and guidelines.
- Provide high quality reception and telephone response to all patients and internal/external services. This includes answering queries, screening, referring and escalating enquiries as required.
- Maintain the patient administration system to ensure accuracy and integrity of patient data
- Provide professional administrative support to clinical staff
- Ensure all data relating to referral management is entered correctly and accurately in a timely manner following written guidelines.
- Ensure all data relating to wait list management is entered correctly and accurately in a timely manner following written guidelines.
- Monitor and ensure data integrity including VINAH compliance
- Undertake the duties relating to the administration of and the processing involved in Medicare funding including the ability to complete Telehealth and Medicare clinics organising, processing and billing in an efficient and timely manner following written guidelines.
- Provide training and mentoring for new and inexperienced staff as requested.
- Attend departmental and/or organizational meetings as required.
- Be actively involved in the development of department quality improvement projects.
- Other duties as reasonably required.

This position requires advanced levels of decision-making by employing a diverse set of criteria to the most appropriate measure. Flexibility and the ability to multitask are also required as concurrent clinics are conducted simultaneously.

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.

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Key Selection Criteria

Essential

1. Demonstrated advanced level computer skills specifically in Microsoft Word, Excel and Outlook.
2. Demonstrated problem-solving ability.
3. Demonstrated ability to actively support innovation and service development as well as an ability to adjust work practices to accommodate change.
4. Demonstrated commitment to exercising personal accountability.
5. Demonstrated ability to continually strive to achieve the best service with the resources available.
6. Demonstrated ability to work as part of a team, as well as work independently.
7. Demonstrated commitment to customer service in a manner which is positive, friendly and helpful.
8. The ability to provide exceptional customer service for in excess of 200 patients per day. Arranging and scheduling patient appointments with the ability to support a patient centred care approach consistent with the clinics processes and guidelines.

Desirable

9. Experience using iPM
10. Certificate in medical terminology and previous experience in a Health Care environment

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.

Influenza 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 the Bendigo Health's various infection control policy and procedures. All staff are required to have a current influenza vaccination 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.