

Position Description

Position Title	Administrative Support
Position Number	30103592
Division	Community and Continuing Care
Department	Community Services
Enterprise Agreement	Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Officers) Enterprise Agreement 2021-2025
Classification Description	Administrative G1A - Administrative G1, Level 1 to 5
Classification Code	HS1A – HS17
Reports to	Aged Care Assessment Services 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.

Community & Continuing Care

The **Community and Continuing Care Division** provides a broad range of high-quality, person-centred care programs and services to consumers in inpatient, outpatient, and community settings. Each service within the division is designed to ensure holistic care and improve the overall well-being of our patients and communities.

The **Community Services** team is dedicated to enhancing the health and wellbeing outcomes of the communities in the Loddon Mallee with six regional offices. This team includes: Aged Care Assessment undertaken on behalf of My Aged Care; Community Allied Health; Community Care; Carer Support and Community Nursing & Home Care.

The Continuing Care team delivers high-quality services across the Loddon Mallee region including: Dental Care; Chronic Disease Management; Outpatient Rehabilitation; Support for People Transitioning Home; Diabetes Management and Geriatric Management and Assessment.

The Allied Health team provides comprehensive, high-quality care across the continuum, including expert services in: audiology, dietetics, exercise physiology, occupational therapy, physiotherapy, podiatry, psychology, social work, speech pathology and allied health assistants who work with these disciplines.

The Geriatric Medicine Team includes Geriatricians, Rehabilitation physicians, Palliative care physicians, registrars and junior medical staff. The Team work across inpatients, outpatients and home settings.

In addition, the Community and Continuing Care Division holds the professional portfolio of Chief Allied Health Officer. The Chief Allied Health Officer and allied health discipline managers provide professional governance for all allied health across Bendigo Health.

Aged Care Assessment Services

Non Clinical Aged Care Needs Assessors will deliver Home Support Assessments and Clinical Aged Care Needs will deliver both Home Support Assessments and Comprehensive Assessments. Clinical Aged Care Needs Assessors will determine eligibility for Commonwealth subsidised services including Home Care Package (HCP), Short Term Restorative Care, Residential Respite, Residential Care, Transition Care Program (TCP), and services through the Commonwealth Home Support Programme (CHSP). Non Clinical Aged Care Needs Assessors will determine eligibility for CHSP. From the 1st July 2025, assessors will determine eligibility for the Support at Home Program. The aim is to help older people live as independently as possible with a focus on reablement.

The target group is people aged 65 years and over (50 years and over for Aboriginal and Torres Strait Islander people). The program also includes support services for prematurely aged people on a low income, 50 years or over (45 years or over for Aboriginal and Torres Strait Islander people) and are homeless or at risk of homelessness.

Where possible, and with the person's consent the carer, family and/or nominated representative will be present at the assessment and assist with the development of a care plan.

During the assessment, the assessor and client will work together to establish a support plan that reflects the client's strengths and abilities, areas of difficulty, and the support that will best meet their needs and goals. This will include the consideration of formal and informal services as well as reablement pathways where appropriate. Dependent on the needs of the service, you may be requested to undertake others duties including delegation, triage delegation, needs reviews and triage of referrals as required.

The Position

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This role is designed to provide high quality administrative and consumer service support to Bendigo Health Community Care Services (CCS), and to contribute to the effective and efficient operation of services through active participation as a member of the CCS team. The position is based in Bendigo and reports to the Office Manager.

Responsibilities and Accountabilities

Key Responsibilities

Under the direction of the ACAS Office Manager, Administration Support staff:

- Provide high quality reception services to internal and external customers
- Complete invoice reconciliation
- Maintain and/ or maintain financial information in databases used by the department
- Accurately and efficiently process all mail and maintain program databases
- Monitor electronic mail box and distribute as required
- Record, document and distribute agendas, minutes and reports
- Maintain client data entry and other information on the relevant databases
- Maintain accurate records, statistics and reports as needed
- Monitor and order stationery supplies
- Participate in meetings as required
- Schedule assessment appointments

Organisational Responsibilities

Participate in team/departmental meetings and other organisational meetings as required

- Participate in staff development and training as required

- Participate in service development as required
- Other duties as determined by Office Manager or Manager
- Employees are required to carry out lawful directions outlined above or delegated to them

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 experience in invoice reconciliation
3. Highly developed communication and interpersonal skills including the ability to communicate with people from diverse backgrounds
4. Demonstrated high level of computer skills including the ability to operate to effectively use Microsoft Word, Excel, Outlook and databases.
5. Demonstrated time management skills with the ability to meet deadlines & schedules
6. Demonstrated ability to work independently with minimal supervision
7. Demonstrated ability to embrace and respond positively to change
8. Demonstrated organisational skills with the ability to improve and maintain office systems and processes
9. Demonstrated problem solving skills with the ability to take initiative

Desirable

10. Previous administration experience in a healthcare setting

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.