

# Position Description

Position Title	Administration Support, Patient Services
Position Number	30102221
Division	Clinical Operations
Department	Surgical Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)Enterprise Agreement 2021-2025
Classification Description	Administrative Grade 1A
Classification Code	HS1A
Reports to	Patient Services Nurse Unit Manager
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 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 Patient Services Team

The team is part of Bendigo Health's Surgical Services Department.

The team supports nursing and medical staff by providing daily clerical support for the management of patients coming into Bendigo Health for Elective Surgery. The team provides support and information to patients being admitted who, in many cases are concerned and unsure of hospital environments and may have coinciding other appointments relating to this scheduled surgery.

Patient Services comprises of the following areas:

Bookings - for all elective admission bookings, bed allocation for elective and emergency patients, theatre session allocations and the public waiting list

Admissions - to process the admission documentation of all elective and non-elective patients not requiring treatment in the Emergency Department

Pre-operative clinic - responsible for the pre-operative assessment of public patients who fit within a pre-determined criteria and includes pre-anaesthetic clinic.

## 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 Administration Support role is responsible to the Patient Services Nurse Unit Manager and provides an important clerical and administrative service to the Liaison Nurses. This position supports nursing and medical staff by providing daily clerical support for the management of patients coming into Bendigo Health for Elective Surgery.

The position provides support and information to patients being admitted who, in many cases are concerned and unsure of hospital environments and may have coinciding other appointments relating to this scheduled surgery.

A high level of ability to maintain patient, staff and managerial confidentiality is essential.

## Responsibilities and Accountabilities

### Key Responsibilities

- Exceptional customer service.
- Undertake a full range of clerical duties associated with managing elective surgery admissions including booking confirmation and organising appointments post operatively.
- To liaise with Liaison Nurses, anaesthetists and medical staff where necessary to ensure that patients are admitted correctly.
- To assist with general enquiries which includes telephone and admission support
- To ensure patients for admission have the correct information available for their booking under the direction of the Liaison Nurses.
- Data entry, data collection and preparation of statistical information as required
- Undertake the full range of clerical duties and activities including filing, faxing, emailing and photocopying as required including monitoring and ordering of stationary.
- Other duties as directed by Patient Services Nurse Unit Manager.
- Maintain accurate records, statistics and reports as needed.
- Participate in team/departmental meetings and other organisation meetings as required.
- Participate in staff development and training as required.

### 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. Proven ability to provide high quality office administration within a team environment
2. Established written and computer literacy skills with the ability to learn new systems and procedures quickly
3. Demonstrated ability to perform data entry in various technological systems
4. Highly developed interpersonal skills with the ability to adapt communication styles to a range of audiences
5. Demonstrated ability to prioritise work, meet deadlines and to manage time effectively
6. A personal approach which is positive, respectful, collaborative and helpful
7. A willingness and ability to learn

### Desirable

8. Certificate III in Business Administration desirable but not essential
9. Previous experience in a health care / medical practice environment desirable but not essential.

## 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.*