

# Position Description

Position Title	Administration support
Position Number	30028145
Division	Community and Public Health Services
Department	Community Nursing and Home Care Services
Enterprise Agreement	Victorian Public Health Sector (health and Allied Services, Managers and Administrative Workers)
Classification Description	HS1A Grade 1 – L1-L5
Classification Code	HS1A – HS17
Reports to	Office 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 Community and Public Health Services Division

The Community and Public Health Services Division has a primary focus on improving the health outcomes of the communities in our region. With a range of local and regional programs supporting place-based health promotion, prevention, care and support, they work collaboratively with other Divisions and regional partnerships and networks to support quality outcomes. The Division has a strong leadership role in the Loddon Mallee Region and is committed to ensuring processes are in place to deliver on our vision.

The Division provides support for the Public Health Unit, Community Services, Aged Care Residential Services (200+ residents), Infection Prevention & Control and Public Private Partnership (PPP). It has key roles in public health, inclusive of health promotion and prevention, Aboriginal Services, vaccination/testing clinics, infection control practices, Bendigo Hospital maintenance, carer support and community nursing.

In addition, the Community and Public Health Services Division holds the professional portfolio of Chief Nursing and Midwifery Officer. Nurses are the largest work group within Bendigo Health and the position is focused on supporting our nursing workforce to feel valued and empowered.

## The Community Nursing and Home Care Services Department

**Community Nursing & Home Care Service (CN&HCS)** provides holistic health care to people who are frail aged, younger people with a disability, their carers to maintain independence. The service combines a range of clinicians which support clients with their individual needs.

CNS incorporates:

- District Nursing Service
- Regional Continence Service
- Regional Wound Management Service
- Regional Dementia Consultancy service
- Home Care workforce

CN&HCS aims to improve independence, health, wellbeing and quality of life and prevent premature admission to hospital or residential care, for older people, younger people with disabilities and their carers. CN&HCS nursing staff encourage clients to participate in their care and maintain their independence.

CN&HCS operates in a diverse community in terms of age, gender, health issues, abilities, cultural and socio-economic background, language, skills, education, spirituality and sexuality.

## The Position

The **Administration Support** plays a pivotal role in assisting with the delivery of non-clinical services to clients and carers, clinical staff, and management in a professional, efficient and courteous manner. Data entry and clerical duties are key components to this role. This position is supported

and guided by the Officer Manager within the department. The successful applicant will be required to provide high quality administrative assistance in a diverse and challenging environment.

To ensure fair and equitable workflow, a task rotation process is in place. This is communicated through the administration roster and allows administration support responsibilities to be distributed evenly and provide everyone the opportunity to contribute to different aspects of the role.

## Responsibilities and Accountabilities

### Key Responsibilities

- To provide professional and prompt phone reception for the service and direct/escalate calls as required
- Under direction and delegation of Office Manager and team leaders/ senior nursing key staff update and maintain schedules within the RCP system for client visits
- Register accurate and timely client/patient referrals on centralised database including My Aged Care and relevant spreadsheets
- Check electronic daily clinical work lists ensuring that financial, admission and discharge details are accurate
- Process client discharges electronically and complete Ko faxing as required
- With support and direction ensure correct financial information under various funding sources including CHSP, HACC PYP, Transition Care program, Department of Veteran Affairs (DVA) and Full Cost Recovery to ensure accurate end of month accounts
- Generate and distribute end of month accounts to clients and follow-up enquiries
- Create electronic reports for CNS manager regarding monthly activity and data as requested
- Escalate complaints/concerns/issues from clients, carers, service providers to the relevant team leader, senior nurse or manager for action
- Order office and medical supplies and register other requests as required
- Undertake mandatory and non-mandatory Bendigo Health training/staff development
- Monitor equipment repairs and replacement
- Record, document and distribute agendas, minutes and reports
- Manage the servicing and data entry for FLEET cars and relevant staff compliance checks

### 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

- Highly developed communication and interpersonal skills, both written and verbal, including the ability to communicate with people from diverse backgrounds
- Demonstrated experience in reception and office administration including proficient telephone and computer skills
- Demonstrated experience in scheduling appointments and raising purchase orders
- Demonstrated administrative skills including managing databases, Microsoft Office programs and mobile devices with knowledge of iPM, ePR and RCP systems and a high attention to detail

- Demonstrated organisational skills with the ability to improve and maintain office systems and processes
- A personal approach which is positive, enthusiastic, friendly and helpful

## Desirable

- Previous administration experience, preferably in a healthcare setting
- Post-secondary qualifications in Office Administration or relevant experience in healthcare administration

## 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

**Drivers License** A current Victorian driver's license is required for this position.

*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.*