

Position Description

Position Title	Administration Support
Position Number	30100054
Division	Clinical Operations
Department	Swan Hill Community Mental Health
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2021-2024
Classification Description	MH Managers Admin - Administrative G2
Classification Code	YC89
Reports to	Manager Swan Hill Community Mental Health Team
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• Drivers Licence• 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](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

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

The Position

The position will provide reception and administrative support to the Swan Hill Community Mental Health Team within the Clinical Operations Division.

Responsibilities and Accountabilities

Key Responsibilities

- To provide a high-quality reception and telephone response to all patients and agencies who contact the service, answering, screening, referring and escalating enquiries.
- Monitor and order store/office supply items.
- To provide computer and administrative support to staff as required.
- Coordinate mail, meeting room bookings, set up of meeting rooms and other duties as required.
- To maintain timely entry of data and provide reports as required.
- Actively participate in all scanning initiatives including but not limited to: preparation and sorting of documents, scanning paper records/documentation, validation, data entry and error correction of digital information, archiving scanned notes as directed by HIS in ensuring quality assurance and auditing processes are correctly undertaken.
- Develop, maintain and monitor general office systems and procedures including filing systems as required.
- Participate in staff development and training as required.
- Other general administrative duties as required.

Key Selection Criteria

Essential

1. Demonstrated high level skills in office procedure and reception with excellent customer service and communication skills that engenders a professional and re-assuring image to patients and external customers.
2. Demonstrated ability to effectively use MS Office suite with the ability to learn new systems and query and extract specific information from databases.
3. Demonstrated ability to work under pressure during peak times - both independently and as part of a team.
4. Demonstrated ability to operate effectively in an environment of change and contribute to the development of efficient work practices.

Desirable

5. High level communication skills with the ability to develop effective working relationships.
6. A personal approach which is positive, enthusiastic, friendly and helpful.
7. Experience and knowledge with iPM, CMI and MHDMR.

8. Knowledge of Quality Improvement related to administrative work and flexibility to operate in an environment of change and continuous improvement.

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.
- 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.