

Position Description

Position Title	HIS Administration Supervisor
Position Number	30102518
Division	Finance and Resources
Department	Health Information Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Grade 4
Classification Code	HS4
Reports to	Manager, Service Delivery
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	- National Police Record Check - 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 HIS Administration Supervisor is responsible for the development of efficient systems and the management of the day-to-day supervision and coordination of workflows and the tasks conducted by administration staff across the various locations of administration staff reporting to Health Information Services.

Responsibilities and Accountabilities

Key Responsibilities

- Provide regular supervision, training opportunities, coaching, mentoring and guidance to direct reports, including Administration Coordinator. The incumbent will ensure that the annual performance reviews for their direct reports are completed on time. This includes being responsible for addressing issues that impact performance.
- Assist management group ensure that the administrative team is equipped to deliver strategic goals of the organisation by managing, coaching and supporting direct reports.
- Assist in maintaining a high-performance culture through strong leadership.
- Provide strong problem solving skills, including the ability to use initiative to develop and document new processes and improvements.
- Coordination of administrative function including assisting in planning for continuous improvement of processes, procedures, resources and equipment.
- Leading the recruitment of administrative staff, including assisting in identifying and evaluating the needs of the business unit.
- Develop a collaborative and effective team by communicating meaningful information regularly including duties, allocated workload across the day for reports along with coordinating regular administrative services staff meetings.
- Develop and maintain administrative services including rostering for administration area, oversee stocks to ensure appropriate levels are available, rotate the on-call management service to Health Information Services.
- Undertake additional responsibilities as requested by Manager, Service Delivery and Director, HIS.

Key Selection Criteria

Essential

1. Demonstrated experience in supervision, training, coaching and mentoring staff
2. Demonstrated strong organisational and time management skills with the capacity to respond quickly and efficiently to competing demands
3. Strong written and verbal communication skills with high level skills in dealing confidently and courteously with people at all levels
4. High level computer skills with a sound expertise and knowledge of Microsoft Office suite product
5. Demonstrated experience in positively contributing to a workplace, including the ability to operate in an environment of change and continuous improvement
6. Demonstrated problem solving skills with the ability to take the initiative and make decisions within delegation level
7. Established ability to use initiative to identify and action the need to develop and document new processes and improvements
8. Certificate III in Business, Human Resources or equivalent

Desirable

9. Demonstrated knowledge and experience of Health Information Record Systems and working within a scanning environment, preferably using Kofax Software
10. Sound knowledge and understanding of the requirements of the Health Records Act

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.