

Position Description

Position Title	Administration Support
Position Number	30100133
Division	Clinical Operations
Department	Women's Health Clinics
Enterprise Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification Description	Admin Officer Grade 2 Level 5
Classification Code	HS1-HS21
Reports to	Nurse Unit 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.

The Clinical Operations Division

The Clinical Operations Division encompasses acute, allied health, cancer and mental health services. We provide a wide range of general medical, surgical and specialty services including but not limited to; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics, Cancer Clinics and Mental Health Services. Our Allied Health teams provide a diverse range of programs and person centred care in inpatient, outpatient, community, home and residential care settings.

Women and Children Team

The team provide inpatient and outpatient care to women and children from across the Loddon Mallee region. This service comprises our Women's Health Clinics, Women's Ward and Birthing Suite, Special Care Nursery, Children's Ward and the Wayipunga Bendigo Early Parenting Centre (EPC). We offer a number of antenatal, intrapartum and postpartum care options including midwifery led antenatal care and obstetric care. Our service is supported by Lactation Consultants, Maternity Support Clinicians, Social Workers, Midwifery Home Care, Paediatric Homecare and an active education team. The staff work as a team with midwives, senior VMO's, staff specialists and junior medical staff in Obstetrics and Gynaecology. In paediatrics we are supported by VMO's and junior medical staff.

The Women's Health Clinic

The team is part of Bendigo Health's Women and Children Department. The Women's Health team at Bendigo Health is an outpatient facility that provides gynaecology and antenatal care for women of the Bendigo and Loddon Mallee region. Registered midwives are a crucial element of our clinical team and are responsible for providing sensitive, evidence based, family centred care. Women are offered a number of antenatal, intrapartum and postpartum care options including caseload midwifery, midwifery led antenatal care and obstetric care. The team include lactation consultants, maternity support clinicians, social workers, midwifery home care, paediatric home care, and an active education team. Clinics offered include:

- antenatal care;

- colposcopy;
- gynaecology;
- family planning;
- gestational diabetes; and
- antenatal assessments.

The Position

The Administration Support role provides, effective and efficient administration services to the clinical staff working with regional health services and other collaborative care models.

As a member of the Womens Health Clinic's team, the Administration Support provides administrative support in scheduling collaborative meetings, minute taking and ensuring that the outcomes are documented and acted on.

Responsibilities and Accountabilities

Key Responsibilities

- Establish effective and appropriate patterns of communication with clients, colleagues, management and the wider community.
- Initiates and maintains accurate documentation.
- Ensures clients are booked to clinics following the clinical discussions.
- Facilitate admission process by supporting Referral and Intake processes.
- Ensures accurate data entry for client's details.
- Ensures accurate preparation and maintenance of medical records including correct tracking and filing.
- Assists with the development & maintenance of procedures for the collaborative care meetings.
- Maintain information record systems and log registers.
- Use and maintain relevant computer files and programs.
- Electronic data entry and preparation of relevant paperwork.
- Comply with all organisational established policies and procedures.
- Ensure that all enquiries are handled promptly and efficiently.
- Assist in all aspects of reception duties including photocopying, filing, word processing, faxing and emailing as required.
- Demonstrate proficiency in all patient management computer programs.
- Contribute to the overall management of the client appointment booking process.
- Ensure client confidentiality is always maintained.
- Ensure that appointments are made according to protocols.
- Utilise material resources efficiently.

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 telephone, reception and office administration skills.
2. Demonstrated ability to learn new systems and procedures and have a strong attention to detail.
3. Excellent written and verbal communication skills.
4. Ability to communicate effectively with clients, staff and other stakeholders.
5. Highly developed interpersonal skills and ability to communicate with people at all levels.
6. Ability to contribute and work as part of a team.
7. Ability to build relationships with other stakeholders and commitment to working together collaboratively.

Desirable

8. Previous experience in a medical setting

Additional Information

The working days are encouraged to be inline with the planned collaborative meetings, currently Tuesday and Wednesday, third day can be discussed. Changes may occur and will be the discussed.

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

Working with Children Check Bendigo Health has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Bendigo Health. As such you must maintain a valid working with children check. In addition you will be required to assist Bendigo Health in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

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.