

Position Title	Administration Support
Position Number	30100133
Division	Clinical Operations
Department	Women and Children - Womens Health Clinics
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest) Enterprise Agreement 2021-2025
Classification Description	Administration G1 L1
Classification Code	HS1
Reports to	NUM WHC
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 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 Womens Health Clinics

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, gestational diabetes collaborative work;
- colposcopy;
- gynaecology;
- family planning;
- Public Fertility Services

The Position

The admin support will be required to provide clerical, administrative and reception support for Women's Health Outpatient Services.

Responsibilities and Accountabilities

Key Responsibilities

- Perform the role of receptionist for Women's and Children's Services
- Ensure that patient and visitor inquiries are handled promptly and efficiently, provide onsite and telephone support

- Develop and maintaining general office systems and procedures to ensure efficiency
- Data entry, data collection and preparation of statistical information
- Word processing, spreadsheets and power point as required
- Undertake the full range of clerical duties and activities including filing, faxing, emailing and photocopying as required
- Establish and maintain the unit filing and record system
- Managing referrals according to the Department of Health's access policy
- Organise patient appointments
- Other duties as determined by nurse manager

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

Proven ability to work to clear objectives in a transparent manner and to accept responsibility for decisions and actions

Ability to be effective, flexible and responsive in a rapidly changing environment

Demonstrated ability to establish and maintain professional relationships with all levels within the organisation through the use of excellent interpersonal and communication skills

Must be respectful, collaborative and kind, and be cognisant of limitations in own knowledge and seek appropriate resolution

Desirable

Ability to build relationships with patients and families and work with them collaboratively

Understanding of the need for confidentiality in regards to patients, residents and health service staff

Actively seeks to meet consumer needs and ways to improve services; is committed to delivering high quality outcomes for clients

Demonstrated high level telephone, reception and office administration skills and experience

Demonstrated ability to learn new systems and procedures and have a strong attention to details

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.