

Position Description

Position Title	Administration Support
Position Number	30028231
Division	Clinical Operations
Department	Cancer Services
Enterprise Agreement	VPHS (Health And Allied Services, Managers And Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Classification Description	Administration
Classification Code	HS1A- HS1
Reports to	Cancer Clinics Manager and Nurse Unit Manager Cancer Services
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 with a focus on excellent care, every person, every time. 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 2 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 Mental Health Service is a complex service that provides psychiatric care and treatment across a large catchment area in Victoria stretching from Swan Hill in the north of the state to Gisborne in the south. Family sensitive practice is central to our models of mental health care and best practice ensures the identification, inclusion and support of families, carers and children. The Child and Adolescent Mental Health Service provides services to patients from birth to 17 years, the Youth Team covers ages 18 to 24 years, Adult Services cover patients from 25 to 64 years and the Older Person's Service manages those individuals over 65 years old.

Each year our onsite specialist clinics provide almost 95,000 occasions of service, we also see more than 52,000 people in our emergency department and welcome around 1400 babies into the world. The Clinical Operations Division assists with the admission of more than 49,000 patients into the hospital each year.

The Cancer Services Team

The team is part of Bendigo Health's Cancer Services Department.

The Oncology Team consists of specially trained medical, nursing and support staff who manage patients with cancer. The team is committed to providing the best possible care for patients with all stages of cancer and related illnesses. Oncology staff provide patients with chemotherapy and related treatments, support and education to patients and their carers/families.

The Radiotherapy Team consists of specially trained medical, nursing, radiation therapy and support staff who manage patients with cancer. Radiotherapy staff provide patients with radiotherapy and related treatments support and education to patients and their carers/families. The team is committed to providing the best possible care for patients with all stages of cancer and related illnesses.

Both teams pride themselves on providing the highest quality care in a compassionate and comfortable setting in an atmosphere of professionalism, encouragement and understanding.

The Position

This position provides reception, administration and customer service support to the Cancer Centre Chemotherapy Unit and Cancer Clinics Team to ensure the Cancer Centre operates in a safe, efficient and patient focused manner.

Responsibilities and Accountabilities

Key Responsibilities

- Provide administrative services to the Chemotherapy Day Unit and Cancer Clinics team
- Ensure that requested appointments and tests are scheduled and communicated to patient/carer
- Ensure real time admission/discharge processes occur per hospital policy
- Provide a high level of customer service to patient, carers, staff and referrer.
- Ensure accurate data entry is maintained for each step in the relevant system
- Ensure patient records are managed appropriately, in line accordance with hospital and The Department of Health and Human Services (DHHS) policy
- Respond to enquiries and incoming phone calls in a timely and courteous manner
- Liaise with various departments throughout Bendigo Health and key stakeholders from outside the organisation where required
- Work collaboratively with other members of the Cancer Centre teams to achieve efficient and productive team outcomes

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 commitment to customer service in a manner which is positive, friendly and helpful
2. Demonstrated ability to adjust work practices to accommodate change
3. Demonstrated ability to work as part of a team, as well as independently
4. Proven ability to prioritise workload in a complex and competing environment
5. Demonstrated high-level inter-personal skills with the ability to effectively liaise with internal and external stakeholders

Desirable

6. Certificate in medical terminology
7. Previous experience in a health environment
8. High level computer skills with a sound knowledge of Microsoft suite of products, specifically word and excel
9. Experience using iPM
10. Experience in dealing with confidential and sensitive matters

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

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.