

Position Description

Position Title	Operations Support Officer
Position Number	30011513
Division	Aged Care, Public Health Services, Aboriginal and Diversity Services
Department	Public Health Unit
Enterprise Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification Description	Administration Grade 3
Classification Code	HS3
Reports to	Director Loddon Mallee Public Health Unit
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 Aged Care, Public Health, Aboriginal and Diversity Services Division

The Aged Care, Public Health, Aboriginal and Diversity Services Division has a primary focus on improving the health outcomes of the communities in our region. With a range of local and regional programs supporting place-based health promotion, prevention, care and support, they work collaboratively with other Divisions and regional partnerships and networks to support quality outcomes. The Division has a strong leadership role in the Loddon Mallee Region and is committed to ensuring processes are in place to deliver on our vision.

The Division provides support for the Public Health Unit, Aged Care Residential Services (268 residents) and Infection Prevention & Control. It has key roles in public health, inclusive of health promotion and prevention, Aboriginal Services and infection control practices,

In addition, Division holds the professional portfolio of Chief Nursing and Midwifery Officer. Nurses are the largest work group within Bendigo Health and the position is focused on supporting our nursing and midwifery workforce to feel valued and empowered.

The Public Health Unit Department

The Loddon-Mallee Public Health Unit (LMPHU) works to keep our regional community healthy, safe and well. We use local knowledge, community-based relationships and direct engagement to effectively tailor and deliver public health initiatives and respond to incidents and issues within the Loddon-Mallee region.

First established in 2020 to manage cases and outbreaks of COVID-19, LMPHU now has a wider range of responsibility for the prevention and control of communicable and non-communicable diseases and health threats. LMPHU works in partnership with primary, acute and community health services, state government agencies, local governments and local communities to promote health and wellbeing, and tackle inequalities in health, for all those living in the Loddon-Mallee region.

The Position

Reporting to the Director, the Operations Support Officer provides high-level administrative and strategic support to the Director and Clinical Unit Head (CUH) within the LMPHU. This role is essential in ensuring the smooth functioning of Director and CUH activities, supporting the public health services strategic initiatives, Local Public Health Unit (LPHU) Network and Department of Health Governance Committee on system reform and the Primary Care and Population Health Advisory Committee at a regional level.

This position supports operational planning, resource coordination, and administrative processes to enable effective public health initiatives. The role requires strong organizational skills, attention to detail, and the ability to work collaboratively across teams and with external stakeholders.

Responsibilities and Accountabilities

Key Responsibilities

- Manage the Director and Clinical Head calendar, including scheduling of meetings and required preparation and with internal and external stakeholders.
- Support business planning processes annually that align with Bendigo Health organisational procedures.
- Support governance processes and frameworks for the public health unit and the Primary Care and Population Health Advisory Committee at a regional level.
- Coordinate the preparation of reports, and correspondence related to Local Public Health Unit (LPHU) network within the Department of Health.
- Provide high level support for monitoring and reporting on the public health services strategic plan and initiatives.
- Prepare operational reports, dashboards, and updates for management and stakeholders.
- Monitor program timelines, deliverables, and reporting requirements to ensure compliance and accountability.
- Handle confidential and sensitive information, including health data and policy documents with discretion.
- Support the preparation of presentations, coordination and resources for public health forums.
- Coordinate day-to-day operational activities to support public health initiatives, including logistics, scheduling, and resource allocation.
- Maintain accurate records, databases, and documentation related to public health operations.
- Support procurement, inventory management, and distribution of public health supplies and materials.
- Contribute to the development and improvement of operational procedures and workflows.

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. Certificate or Diploma in Public Health, Health Administration, Business Administration, or a related field (Bachelor's degree desirable).
2. Proven experience in an operational or administrative support role, preferably in a public health, healthcare, or government setting.
3. Strong organisational, problem solving and project coordination skills that demonstrate excellent time management.
4. High level of discretion and ability to handle sensitive health-related information.
5. Strong written and verbal communication skills, including report writing and stakeholder engagement.
6. Proficiency in Microsoft Office Suite including MS Teams and planner, Mail Chimp, Canva, and data management tools.
7. Ability to manage multiple tasks and priorities in a fast-paced environment.

Desirable

8. Familiarity with public health systems, terminology, and stakeholder networks is an advantage.
9. Familiarity with public health reporting systems, procurement processes, and stakeholder engagement is an advantage.

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

Drivers Licence A current Victorian driver's licence is required for this position.

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.