

## Position Description

Position Title	Administration Support
Position Number	30003682
Division	Clinical Governance
Department	Medical Imaging Administration
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 1
Classification Code	HS1A – HS17
Reports to	Medical Imaging Administration Team Leader
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>
Mandatory Requirements	<ul style="list-style-type: none"><li>• National Police Record Check</li><li>• Working with Children Check</li><li>• Immunisation Requirements</li></ul>

### 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 administration support position ensures all Medical Imaging clerical functions, including registering and booking of patients are performed in a manner that achieves a consistently high standard where the

approach is patient focused and at all times promotes a positive image of Bendigo Health to the general public.

This position will rotate through all reception areas on a roster basis, with some weekends and public holidays.

## **Responsibilities and Accountabilities**

### **Key Responsibilities**

- Reception and registration of all patients, make bookings and perform all other clerical duties required for an imaging examination
- Answer queries from patients, staff and medical officers
- File and retrieve information using both soft and hard copy devices
- Assist with the billing process from invoicing through to allocation
- Update Karisma and iPM data bases where required
- Participate in staff training and development as required
- Ensure all correspondence is dealt with in a timely manner
- Maintain a safe and clean working environment
- Demonstrate an excellent standard of customer service to provide patients with a positive experience while visiting Bendigo Health
- Effectively communicate and liaise with other departments to ensure timely and patient focused service at all times
- Other administrative and customer service duties as required

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. High level data entry skills
2. Ability to demonstrate basic knowledge of infection control principals
3. Ability to interact and communicate with a diverse range of people at all levels
4. A personal approach which is positive, enthusiastic, friendly and helpful
5. A willingness and ability to learn
6. Ability to provide excellent customer service to both internal and external customers
7. Ability to work as part of a team, as well as to work independently
8. Flexibility to operate in an environment that requires constant prioritising of work and competing demands

## Desirable

9. Medical Terminology *and/or* radiology Experience
10. Experience with Medicare Billing process

## 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.*