

Position Description

Position Title	Administration Support
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	Administration Grade 2
Classification Code	HS2
Reports to	Deputy Chief RIS/PACS Admin Manager
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none">• National Police Record Check• Immunisation Requirements

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 RIS/PACS Administration Support Officer will assist with the day to day support and maintenance of the Radiology Information System (RIS) and Picture Archiving & Communication (PACS) system across Bendigo Health. The position will primarily support hospital wide clinical staff, imaging staff, and external stakeholders who use the RIS/PACS system.

Responsibilities and Accountabilities

Key Responsibilities

- Act as the first point of contact for clinical user setup and access issues.
- Ensure that Bendigo Health policies and procedures around confidentiality and access are followed.
- Receive and action Fuji Mix requests for image transfer.
- Monitor and correct unverified studies as required.
- Split and merge image studies as required.
- Assist in developing processes and standards for staff in Medical Imaging to aid workflow.
- Provide training for MI staff in correct operational procedures relating to RIS/PACS processes.
- Maintain records of operational issues such as error logs and downtime, for reporting to management.
- Report security violations by staff or peers of any system misuse.
- To attend in house and external training sessions as required.
- Under the direction of ICT and the RIS/PACS Admin Manager monitor system integration and report any downtime or issues immediately, taking corrective action where advised.

Key Selection Criteria

Essential

1. Previous health sector experience in either in Medical Imaging or Health IT
2. Knowledge and experience of RIS and PACS
3. Demonstrated computer literacy, with knowledge and experience of IT systems and integration, particularly in Medical Imaging
4. Passionate and enthusiastic about healthcare technology
5. High attention to detail
6. Demonstrated problem solving skills
7. Ability to work as both part of a team but also unsupervised
8. Demonstrated high level of customer service skills

Desirable

9. Experience with Kestral RIS and Fuji PACS
10. Knowledge of HL7 messaging and processes
11. Experience with Windows Active Directory Administration

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.