

## Position Description

Position Title	Program Support Officer - Allied Health & Continuing Care
Position Number	30010120
Division	Community and Continuing Care
Department	Allied Health & Continuing Care
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	Administration Manager – Allied Health & Continuing Care
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>• 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

Under the delegation of the Administration Manager the Program Support Officer has primary responsibility for providing high level administrative and management support to the Allied Health & Continuing Care programs and services (except for the Referral Centre, Geri-Connect & Community Dental Services).

# Responsibilities and Accountabilities

## Key Responsibilities

- Prepare reports and documents for management relating to relevant data, funding and compliance and provide follow up support as directed
- Provide administrative support to committees and working groups as delegated
- Provide support for events within the directorate
- Support the directorate with Kronos exception management as delegated
- Support programs and services with the sourcing, allocation and distribution of equipment
- Support recruitment processes
- Support the standardisation of administrative processes
- Work collaboratively with the Administrative Team leaders to support the overall function of the directorate
- Other tasks as directed

## Key Selection Criteria

### Essential

- Previous experience with multiple stakeholders
- Strong computer skills operating Microsoft Office applications and relevant healthcare databases;
- Demonstrate an understanding of reporting and compliance requirements
- Proven experience in providing a high level of customer service and teamwork with advanced interpersonal and communication skills.
- Ability to learn and introduce new systems, processes, programs, database and software
- Initiative and ability to prioritise and meet tight deadlines, and escalate as required.
- Demonstrated ability to adapt and work in a changing environment.
- Ability to work both independently and within a multi-disciplinary health care team

### Desirable

- Previous health care administration experience

## 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.*