

Position Description

Position Title	Administration Team Leader
Position Number	30010121
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, Level 1 to 5
Classification Code	HS2-HS21
Reports to	Administration Supervisor
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](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The position provides day to day support to the administration staff within Allied Health & Continuing Care (except for The Referral Centre, Geri-Connect & Community Dental Services). Tasks will be delegated to administration staff as appropriate.

Responsibilities and Accountabilities

Key Responsibilities

Key responsibilities include:

- Ensuring the continuity of all reception and clinical administration services on a daily basis
- Ensuring all standard administrative processes are documented to ensure consistency and monitored for implementation
- Providing day to day trouble shooting for complex administration scenarios
- Ensuring excellent customer service is delivered with all administration interactions
- Supporting the Administration Supervisor and Manager by ensuring accurate collection of statutory and internal data
- Supervising collection of monies, preparation of client invoices
- Trouble-shooting ICT queries that can be managed within the service and escalate as required
- Monitoring process compliance of referrals and bookings for all clinics and maintain relevant records.
- Supporting the Administration Supervisor and Manager in the development of administration staff rostering and Kronos exception management.
- Supporting the Administration Supervisor and Manager with performance reviews and feedback, along with supervision, coaching, mentoring and recruitment.
- Attend departmental and/or organizational meetings as required.
- Actively participate in innovation and support the team through the change process.
- Other duties as reasonably required.

Key Selection Criteria

Essential

1. Previous experience with supervision of an administrative team
2. Strong computer skills operating Microsoft Office applications and relevant healthcare databases
3. Demonstrated an understanding of reporting requirements
4. Proven experience in providing a high level of customer service and teamwork
5. Demonstrated ability to learn and introduce new systems, processes, programs, database and software
6. Demonstrated ability to prioritise and meet tight deadlines and escalate as required
7. Demonstrated ability to work both independently and within a team

Desirable

8. 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.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- 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.