Position Description

Position Title	Administration Support
Position Number	30010211
Division	Community and Continuing Care
Department	Allied Health and Continuing Care
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	HS1 – HS17
Reports to	Administration Manager Allied Health and Continuing Care
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• 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

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 purpose of this position is to ensure that staff, clients, their carers and other internal and external customers receive a professional and responsive reception, administrative and clerical service.
You will be part of a supportive and professional administration team which supports a range of outpatient and home-based services.

The administration team includes a range of staff in reception and clinical support roles across the two sites of Clinical Services Campus (Stewart Street) and Stewart Cowen Community Rehabilitation Centre (Market St Eaglehawk). You may be required to work at either or both sites and will be expected to work a range of shifts rostered between 8am and 6pm.

Responsibilities and Accountabilities

Key Responsibilities

- Provide a professional, respectful and welcoming customer service to the internal and external customers and clients
- Perform key tasks within agreed allocated timeframes including
    - Reception duties for outpatient clinics
    - Monitor and update clinic wait lists based on clinic prioritisation
    - Monitor and fill appointment gaps in templates
    - Admission of clients into the services
    - Schedule client appointments and group bookings
    - Request and follow-up on compensable funding and patient questionnaires
    - Undertake billing process for clients
    - Data entry into the Kronos scheduling system
- Participate in meetings of the team and training as required
- Other duties as allocated by the Manager

Key Selection Criteria

Essential

1. High level skills and experience in general office administration and reception
2. High level computer skills including word processing, data entry, email and other Microsoft Applications
3. Ability to interact and communicate with a diverse range of people at all levels
4. Deliver excellent customer service to both internal and external customers
5. Ability to work as part of the team, as well as working independently
6. Demonstrated ability to manage time and prioritise competing demands
7. Flexibility to operate in an environment of change and continuous improvement

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.