

Position Description

Position Title	Senior Administration Coordinator
Position Number	30010887
Division	Clinical Operations
Department	Womens Health Clinics
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
Classification Description	Administrative G2 L1 – L5
Classification Code	HS2 - HS21
Reports to	Nurse Unit Manager Womens Health Clinics
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

The Women's Health Clinic Senior Administration Coordinator will provide effective administration support in the management of clinics which facilitate patient access and specialist care. The position assists the manager to ensure compliance with the Department of Health Specialist Clinics Access Policy and tasks completed are carried out in accordance with established procedures. The position provides day to day supervision to the administration support staff within Specialist Clinics.

The position will include the preparation of reports for management relating to relevant policies and procedures and funding. The position will support the department in management of the Patient Administration System and clinic scheduling.

Responsibilities and Accountabilities

Key Responsibilities

- Arranging and scheduling patient appointments with the ability to support a patient centred care approach consistent with the clinics processes and guidelines.
- Take overall responsibility for compliance of processes, referrals and bookings into all clinics (including MBS and public funded clinics) and maintain relevant records.
- Supervising daily workload and workflow, providing operational oversight of the administrative team's functions, tasks and roles.
- Liaising with the Nurse Unit Manager and key stakeholders to oversee the setup, maintenance and coordination of changes as they occur to clinics and clinical templates.
- Support the Nurse Unit Manager in development of Administration team rostering.
- Take overall responsibility of the management of general office and administration duties to ensure that department is fully functional. This includes ordering all supplies to ensure the office is well equipped, utilising Bendigo Health ordering and invoicing procedures for routinely stocked items and non-stock items (externally) and processes accordingly.
- Attend departmental and/or organisational meetings as required.
- Monitor and ensure data integrity including VINAH compliance including reporting variances, anomalies and risks in KPI targets.
- Maintain the patient administration system to ensure accuracy and integrity of patient data.
- Actively participate in innovation and support the team through the change process. Under the guidance of the Nurse Unit Manager develop and lead change management in such a way as to support and guide the administrative staff in an environment of continuous change.
- Other duties as reasonably required.
- Collaborate the Nurse Unit manager in the process of recruitment.

Key Selection Criteria

Essential

1. Certificate III in Office Administration or demonstrated experience working in a complex administrative and/or secretarial role in health environment.
2. Established organisational and time management skills with the ability to respond quickly and efficiently to demands, successfully manage competing priorities, maintain attention to detail and meet deadlines.
3. Demonstrated ability to actively support innovation and service development as well as an ability to adjust work practices to accommodate change.

4. Demonstrated ability to problem solve, troubleshoot and set priorities in a busy Last updated 21 January 2026 environment.
5. Excellent organisational skills with the ability to develop, improve and maintain office systems and processes.
6. Demonstrated ability to continually strive to achieve the best service with the resources available.
7. Ability to provide leadership in a multi professional team environment.

Desirable

8. Knowledge of patient administration processes within a regional acute and aged care setting.
9. Basic medical terminology desirable.
10. Demonstrated high level telephone, reception and office administration skills and 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.