

Position Description

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| Position Title | Transport Coordinator |
| Position Number | 30010973 |
| Division | Clinical Operations |
| Department | Patient Access and Demand |
| Enterprise Agreement | Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025 |
| Classification Description | Administrative Grade 1A – 1 |
| Classification Code | HS1A – HS17 |
| Reports to | Manager - Patient Access and Demand |
| 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 role of the Transport Coordinator is to organise and coordinate Non-Emergency Patient Transport (NEPT) for low acuity patients safely to other Bendigo Health sites or other metro or regional Health Services.

The role will play an integral part in supporting patient flow and access by demonstrating exceptional organisational skills in the coordination of non-emergency patient transport.

Working as part of the Patient Access and Demand team, the Transport Coordinator will work with many services across Bendigo Health to support patients in accessing transport services.

The Transport Coordinator will be responsible for the transport booking process and will also play a role in service optimisation.

This position requires a staff member who has excellent organisational skills, initiative and an aptitude towards problem resolution. The position will also require solid administrative, computer and good communication skills, with the ability to communicate well across all levels of the organisation.

Experience in customer service – ensuring compassion for patients, staff, visitors and contractors access the Transport Services is always demonstrated.

Responsibilities and Accountabilities

Key Responsibilities

- Ensure daily bookings are booked correctly Eg: appropriate provider, type of vehicle and destination is complete
- Liaise with Health Select and Ambulance Victoria (AV) regarding pickup times and any changes that may affect flow and bed availability
- Assist providers with general queries
- Liaise with Bed Managers regarding priorities of pick-up times that directly impact patient flow and risk of extended ED LOS and 24-hour breaches.
- Provide transport updates to Discharge Lounge, Bed Managers and ward staff
- Manage and facilitate off campus NEPT bookings from Bendigo Health Aged Care Facilities, Clinics and Bendigo Health accommodation
- Provide advice to all staff regarding:
 - Selecting the appropriate transport provider and any other matters relating to transport
 - Accessing and navigating the Health Select booking website for new users, including updates to webpage and booking process's
 - Suggest alternative options to NEPT if delays or capacity is an issue e.g. use of Vol Express, community car, taxis.
- Validate weekly invoices and spreadsheets from Health Select and AV
- Reconcile discrepancies in fee's charged by Health Select and AV
- Reconcile and validate Health Select and AV invoices with correct cost centres and expense codes into spreadsheet
- Ensure invoices are authorised by Bendigo Health
- Ensure credit notes are applied by AV to Bendigo Health invoicing

Key Selection Criteria

Essential

1. Ability to demonstrate good initiative and problem-solving skills.
2. Excellent organisational skills with the ability to develop, improve and maintain office systems and processes, including a key eye for detail
3. Demonstrated high level telephone, reception and office administration skills and experience
4. Experience in database management and accurate data entry

5. Advanced level computer skills with a sound knowledge of Microsoft Office applications including Word, Excel and Outlook
6. Exceptional interpersonal skills with a demonstrated ability to interact and communicate with a diverse range of people
7. Demonstrated ability to work as part of a team as well as complete delegated tasks without supervision
8. Understanding of the need for confidentiality in regards to patients, residents and health service staff
9. Capability to accept direction and work autonomously as part of a team

Desirable

10. Demonstrated ability to learn new systems and procedures quickly and a knowledge and understanding of basic medical terminology

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.