

## Position Description

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| Position Title             | Administration Supervisor  |
| Position Number            | 30012991   |
| 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 3, Level 1 to 5   |
| Classification Code        | HS3-HS25   |
| Reports to                 | Administration Manager   |
| Management Level           | Tier 4 - Shift Managers, Team Leaders & Supervisors  |
| 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](#)

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 Administration Supervisor provides day-to-day leadership, coordination and oversight of administrative services across Allied Health & Continuing Care. Working closely with the Administration Manager, the Supervisor ensures the delivery of consistent, high-quality administrative support to clinicians, clients, carers and external stakeholders.

This role is responsible for managing workflow, supporting staff capability, resolving complex issues, and ensuring accurate and timely completion of administrative tasks. The Administration Supervisor plays a key role in driving and reviewing efficiency, supporting change initiatives, and fostering a positive, collaborative and high-performing team culture aligned with Bendigo Health's capability framework.

## Responsibilities and Accountabilities

### Key Responsibilities

Key responsibilities include:

1. Providing daily supervision, guidance and mentoring to administration staff.
2. Assisting with onboarding and orientation of new administrative team members.
3. Promoting a positive, inclusive and respectful team culture consistent with Bendigo Health values.
4. Acting as the first point of escalation for complex administrative or customer service issues.
5. Contributing to performance discussions and support staff in meeting expectations.
6. Ensuring compliance with organisational policies, procedures and service standards.
7. Identifying opportunities to streamline administrative processes and improve efficiency.
8. Supporting implementation of new systems, technologies and workflows.
9. Providing timely and accurate information to support service delivery.
10. Escalating risks, issues or service impacts appropriately.

## Key Selection Criteria

### Essential

1. Demonstrated experience supervising or coordinating a large administrative team, preferably within a health or complex service environment.
2. High-level computer literacy with the ability to work across multiple systems and meet reporting requirements.
3. Strong problem-solving skills with the ability to analyse issues, evaluate options and implement effective solutions.
4. Proven ability to manage competing priorities in a fast-paced and changing environment.
5. Demonstrated ability to lead, motivate and support staff to achieve team goals.
6. Excellent communication and interpersonal skills, with the ability to manage sensitive information and complex situations with discretion.
7. Commitment to continuous improvement and the implementation of efficient administrative processes.
8. Demonstrated flexibility and resilience in an environment of ongoing change.
9. Demonstrated ability to influence, negotiate and introduce new concepts or processes.

## Desirable

10. Experience working within a multidisciplinary health service environment.
11. Understanding of quality standards and compliance requirements relevant to administrative functions.

## 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.*