

Position Description

Position Title	Administration Support - Casual
Position Number	30025484
Division	People and Culture
Department	Non Clinical Workforce
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
Classification Description	Administrative G1A
Classification Code	HS1A
Reports to	Workforce Resourcing Manager
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Working with Children Check • Drivers Licence • 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 Administration Support position within the Non-Clinical workforce provide clerical and reception support on a casual basis to various units and departments within Bendigo Health. Placements within these units/departments may be on Bendigo Health's hospital campus or offsite at one of our many locations, it is a requirement of the position that employees are flexible with the ability to learn quickly as placements within the organisation are varied and diverse. Employees employed on the Non-Clinical workforce are expected to report to the relevant manager or supervisor on the day that they attend work. Specific Instructions on expectations and duties will be given by the relevant supervisor at this time.

Casual Administration Bank employees may have the opportunity to undertake short term backfill assignments across a range of administrative areas within the organisation. These opportunities may arise to support periods of planned or unplanned leave, including long service leave, annual leave, parental leave, secondments, and other temporary vacancies. Assignments may be available in various departments and services, providing valuable experience and professional development opportunities.

A mobile phone is required of all employees to obtain shifts sent out by the KRONOS system. All employees on the Non-Clinical workforce must be committed to work 2 shifts per week and a minimum of 2 shifts per month, this will be reported on monthly by the Coordinator of the Non-Clinical workforce and employees will be contacted if the minimum requirements are not met.

Responsibilities and Accountabilities

The Administration Support Officer is responsible for delivering professional administrative, clerical and reception services that support patient care and departmental operations. The role manages enquiries, appointments, records, correspondence and data entry, while ensuring accuracy, confidentiality and excellent customer service. The position contributes to effective communication, documentation management and the efficient functioning of the unit or departments through the use of organisational systems and processes.

Key Responsibilities

- Manage incoming and outgoing telephone enquiries and escalate enquires where required within the unit/department
- Provide clerical and reception support to all managers and staff within the unit/department
- Handle all patient and visitor enquiries within the unit/department in a friendly and professional manner
- Maintain incoming mail and emails within the unit/department
- Assemble patient records and histories for clinical staff
- Assemble patient records for admissions and discharges
- Processing of letters, files and other documentation for patients and clinical staff within the unit/department
- Arrange and schedule managerial, patient, client and consumer appointments and follow up when required.

- Maintain confidentiality of all patient and client information within each unit/department
- Operate a number of systems used within each unit/department, including but not limited to: IPM, DMR, KRONOS and Microsoft office suites (Outlook, Word and Excel)
- Perform basic data entry including updating systems with patient information, admissions, discharges and transfers.
- Perform general clerical duties as set out by the unit/department, including but not limited to: filing, faxing and photocopying
- Maintain and manage documentation within the unit/department, including but not limited to distributing of meeting agendas, minutes and reports.
- Monitoring and ordering of stationary and stores as directed by the unit/department
- Other Duties as directed by the relevant supervisor within the unit/department

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Provide clerical and reception support to all managers and staff within the unit/department
2. Experience in providing exceptional reception and administrative services to both internal and external customers; committed to delivering high quality outcomes for customers ensuring confidentiality at all times;
3. Confidence to interact and communicate with a diverse customer base which is positive, enthusiastic, friendly and helpful
4. Demonstrated ability to prioritise work, meet deadlines and to manage time effectively
5. Ability to develop, improve and maintain office systems and processes, ensuring a keen eye for detail and confidentiality;
6. Demonstrated experience with IPM, Microsoft Office suite (Outlook, Word, Excel, PowerPoint) and databases

Desirable

7. Previous experience in public health or in a health environment highly desirable.
8. Certificate III in Business Administration desirable but not essential
9. Basic medical terminology and experience in patient records including admissions, discharges and transfers desirable but not essential

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.