

Position Description

Position Title	Administration Support
Position Number	30025514
Division	Clinical Operations
Department	Specialists Clinics
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 1A
Classification Code	HS1A
Reports to	Administration Team Leader
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](#)

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

This position plays a key role in providing telephone administrative support to patients and the wider Specialist Clinics team.

The role involves managing incoming calls, assisting patients with appointment enquiries, rescheduling appointments, and responding to general queries in a professional and compassionate manner.

Working collaboratively with both administrative and clinical staff, this position helps ensure patients can access timely specialist care and support throughout their outpatient journey.

Responsibilities and Accountabilities

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 Responsibilities

The Administration Support position will undertake the full range of administrative activities associated with Specialist Clinics management:

- Provide exceptional customer service for in excess of 200 patients per day
- Arranging and scheduling patient appointments with the ability to support a patient centred care approach consistent with the clinics processes and guidelines.
- Provide high quality reception and telephone response to all patients and internal/external services. This includes answering queries, screening, referring and escalating enquiries as required.
- Maintain the patient administration system to ensure accuracy and integrity of patient data
- Provide professional administrative support to clinical staff
- Ensure all data relating to referral management is entered correctly and accurately in a timely manner following written guidelines.
- Ensure all data relating to wait list management is entered correctly and accurately in a timely manner following written guidelines.
- Monitor and ensure data integrity including VINAH compliance
- Undertake the duties relating to the administration of and the processing involved in Medicare funding including the ability to complete Telehealth and Medicare clinics organising, processing and billing in an efficient and timely manner following written guidelines.
- Provide training and mentoring for new and inexperienced staff as requested.
- Attend departmental and/or organizational meetings as required.
- Be actively involved in the development of department quality improvement projects.
- Other duties as reasonably required.

This position requires advanced levels of decision-making by employing a diverse set of criteria to the most appropriate measure. Flexibility and the ability to multitask are also required as concurrent clinics are conducted simultaneously.

Key Selection Criteria

Essential

1. Demonstrated advanced level computer skills specifically in word, excel and Outlook.

2. Demonstrated problem-solving ability.
3. Demonstrated ability to actively support innovation and service development as well as an ability to adjust work practices to accommodate change.
4. Demonstrated commitment to exercising personal accountability.
5. Demonstrated ability to continually strive to achieve the best service with the resources available.
6. Demonstrated ability to work as part of a team, as well as work independently.
7. Demonstrated commitment to customer service in a manner which is positive, friendly and helpful.
8. The ability to provide exceptional customer service for in excess of 200 patients per day. Arranging and scheduling patient appointments with the ability to support a patient centred care approach consistent with the clinics processes and guidelines.

Desirable

9. Experience using iPM is highly desirable.
10. Certificate in medical terminology or previous experience in a Health Care environment

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