

Position Description

Position Title	Administration, Community Dental Services
Position Number	30025531
Division	Clinical Operations
Department	Community Dental Services
Enterprise Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification Description	Administration, Grade 1
Classification Code	HS1 - HS17
Reports to	Manager, Community Dental Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 5,000 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

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

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Clinical Operations Division

The Clinical Operations Division encompasses acute, allied health, cancer, dental and mental health services. We provide a wide range of general medical, surgical and specialty services including but not limited to; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics, Cancer Clinics, Dental and Mental Health Services. Our Allied Health teams provide a diverse range of programs and person centred care in inpatient, outpatient, community, home and residential care settings.

Within a state-of-the-art hospital, our Ambulatory and Critical Care, Medical Services, Surgical Services and Women's and Children's areas use the latest technologies to provide excellent care. Our world class Cancer Centre uses a multi-disciplinary, integrated approach to treat specific cancers. The Cancer Centre offers medical oncology, radiation oncology, specialist nurses, clinical trials and cancer research, palliative care, and a Cancer Wellness Program.

Community Dental Services (CDS) is a 31 dental chair clinic that provides quality emergency, general, denture and preventative dental care for members of the Bendigo and surrounding community.

The Mental Health Service provides psychiatric care and treatment across a large catchment area in Victoria stretching from Swan Hill in the north of the state to Gisborne in the south. Family sensitive practice is central to our models of mental health care and best practice ensures the identification, inclusion and support of families, carers and children.

Each year our onsite Specialist Clinics provide over 100,000 service events, we also see more than 60,000 people in our Emergency Department and welcome around 1700 babies into the world. The Clinical Operations Division assists with the admission of more than 50,000 patients into the hospital each year.

The Community Dental Services Team

The team consists of dentists, oral health therapists, dental prosthetists, oral health educators and a range of support personnel. The CDS is primarily funded by Dental Health Services Victoria to provide general and emergency oral health care within the scope of publicly funded dental services. CDS is also involved in preventative oral health initiatives including an active schools and early years outreach program. CDS delivers services from the Anne Caudle Campus and at various outreach sites.

The Position

This position provides support by coordinating and undertaking administration duties and responding to reception needs of the dental service, in accordance with BH Policy and Procedure guidelines. The incumbent is required to provide high quality efficient and effective administration support for the dental health service, with a strong orientation to customer service and actively contribute to quality improvement activities relevant to CDS.

CDS has a commitment to assuring safety and quality in the services it provides. In keeping with this commitment all services will be provided by an oral health team working together with shared accountability for improving health outcomes for the people attending for care. The potential for good oral health outcomes requires a foundation of regular self-maintenance which the oral health team have a responsibility to educate, support and develop.

Responsibilities and Accountabilities

Key Responsibilities

Undertake the following administrative and clerical duties;

- Arrange and schedule patient appointment with the ability to support a patient centred care approach.
- Provide high quality reception and telephone response to all patients and agencies who contact the service, answering, screening, referring and escalating enquiries if required.
- Assisting with collection of co-payments, reconcile daily takings and rectify any anomalies.
- Ensure all data relating to patient details and treatment are entered correctly and accurately in a timely manner into the appropriate software program, generating required data.
- Undertake the duties relating to the management of and the batch processing involved in Medicare funding including the ability to complete reconciliation reports ensuring that all procedural requirements are met.
- Organise and maintain the process of stock control, ordering, invoicing and other accounting related functions specific to the service.
- Assist in developing electronic tracking systems for specific patient services related to Dental Service such as but not limited to organising theatre lists, specialist referrals, specialist clinics, Outreach clinics.
- Provide administrative support to the Management Group within the Department including demonstrated ability to prepare reports and analyse data.
- Provide training and mentoring with new and inexperienced staff as requested.
- Be actively involved in the development of department quality improvement projects.
- Maintain and develop effective communication with all departments within BH as well as with the community to facilitate the provision of Dental Services.
- Identify issues and concerns raised by the public, and facilitate improvement or resolution of these which will lead to enhanced customer satisfaction and improved quality of care.
- Coordinate mail, the booking and set up of meeting rooms, minute taking, data entry, creation of reports and other duties as required.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

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. Qualification in office administration or equivalent and/or previous experience working in an administration/reception/clerical role.

Desirable

2. Demonstrated high level computer skills including advanced working knowledge of Microsoft Office applications, use of databases including extensive experience with arranging and scheduling appointments or bookings in a high volume environment.
3. A proven ability to manage multiple tasks and work to set timeframes / deadlines in a fast paced environment.
4. Excellent interpersonal skills which will facilitate effective communication with all levels of the organisation as well patients and external referring agencies.
5. Demonstrated ability to work as part of a team as well as independently and actively provide input into team processes.
6. A high level of self-confidence and a willingness and ability to learn new tasks and processes.
7. Demonstrated ability to provide excellent customer service to both internal and external customers in a busy and fast paced environment.
8. Ability to introduce new concepts through innovation, influencing, negotiation and persuasion skills.

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health.

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.