

## Position Description

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| Position Title             | Administration Support - Geri-Connect  |
| Position Number            | 30027208   |
| Division                   | Community and Continuing Care  |
| Department                 | Geriatric Rehab and Pall Care Medicine   |
| Enterprise Agreement       | Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025 |
| Classification Description | Administrative Grade 1   |
| Classification Code        | HS1 – HS17   |
| Reports to                 | Geri- Connect Coordinator  |
| Management Level           | Non Management   |
| 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 Officer will contribute to the efficient running of the workplace, by providing administrative support that is responsive and sensitive to the needs of the team, regional health services and Bendigo Health. The Administrative Officer is an integral part of the team and will add to the overall effectiveness of the workplace by the efficient performance of the duties as outlined in the Key Responsibilities.

The major focus of this role will be to provide administrative support to the Geri-Connect Co-ordinator.

## Responsibilities and Accountabilities

### Key Responsibilities

- Process and distribute referrals + patient files
- Coordinate, schedule and book outpatient clinic appointments
- Process and distribute appointment reminders and clinical letters
- Ensure clinics are operating efficiently
- Assist with process error reports
- MBS billing data entry
- Monitoring referral dates and referral closures
- Prepare meeting agendas and act as minute taker as required, ensuring minutes, agendas and other papers and materials are distributed as necessary
- Assist with the development of efficient and effective office management processes

### Organisational Responsibilities

- Participate in team/departmental meetings and other organisational meetings as required
- Participate in staff development and training as required
- Maintain accurate records, statistics and reports as needed
- Participate in service development as required
- Other duties as determined by Manager

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. Relevant qualification in office administration or previous experience in an administrative role
2. Demonstrated high level word processing/computer skills and sound knowledge of a range of Microsoft applications including Word, Excel, Outlook and PowerPoint
3. Excellent interpersonal and communication skills and the ability to communicate positively with all levels of staff within the organisation and the general public
4. Attention to detail, demonstrated efficiency and excellent organisational skills
5. Strong problem-solving skills and the ability to think laterally, including the ability to maintain and contribute improvements to workflow processes

6. Ability to prioritise and meet deadlines and schedules as required
7. Strong work ethic, demonstrated initiative and a willingness to seek additional tasks when time permits
8. Ability to work effectively as part of a team as well as independently

### Desirable

9. Previous experience in a Healthcare environment and basic to intermediate knowledge of medical terminology are desirable
10. Regional Community Platform (RCP) experience and experience working in a clinic setting

## 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.*