Position Description

Position Title	Health Information Support
Position Number	30027533
Division	Finance and Resources
Department	HIS Administration
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
Classification Description	Administrative Grade 1 A – Grade 1
Classification Code	HS1A – HS17
Reports to	HIS Administration Supervisor
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• 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

The role of a Health Information Support Officer is to provide accurate and timely patient information to a range of people from patients to clinicians both internally and externally. The position includes providing administrative services to the HIS team.

Responsibilities and Accountabilities

Key Responsibilities

Health Information Services Support Officer responsibilities include:

- Create new registrations with the Patient Administration System
- Update all registration details for every emergency presentation in accordance with the Bendigo Health Registration Policy
- Ensuring all mandatory patient details are checked and updated in all relevant Bendigo Health systems at every visit
- Administration of admissions, discharges, transfers (ADT), care type changes and outpatient appointments
- Overnight support for ward administrative functions across the hospital
- Update and maintain the Patient Administration System to correct discrepancies in data
- Release of patient information to internal and external requestors such as patients, GPs, Guardians, Specialists and other Hospitals in accordance with Policy
- Preparation of documents for scanning to the electronic record
- Validation and auditing of patient documentation in the electronic record
- Archiving and destruction of patient records in accordance with Policy
- Providing general administration support for HIS across all care areas of Bendigo Health
- Participate in staff development and training as required and
- Other administrative duties as directed

Key Selection Criteria

Essential

1. Demonstrated high level of computer skills including the ability to operate multiple Microsoft Office products and various other in-house programs and databases.
2. Ability to maintain confidentiality and exercise judgement and discretion.
3. Demonstrated ability to adapt and work in an ever-changing environment, particularly in relation to introduction of new and updated technologies, different working areas and people.
4. Demonstrated ability to adhere to policy and procedure in relation to collection and correction of minimum dataset, including high level of data entry skills.
5. Ability to work under pressure during peak times and to be able to prioritise work accordingly.
6. High level communication skills with the ability to develop effective working relationships with a cross section of staff.
7. Ability to be happy and confident to work independently with minimum supervision.

Desirable

8. Completion of a Certificate III Business Administration course and/or relevant.
9. Previous experience working shift work and the ability to adapt to night shift work relevant to position.
10. Previous health care administration experience.

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.