

Position Description

Position Title	Administration Support - CHSP
Position Number	30028145
Division	Aged Care, Public Health, Aboriginal and Diversity Services
Department	Community Nursing and Hope Care Services
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	Office Manager
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](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

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

The Position

The Administration Support plays a pivotal role in assisting with the delivery of non-clinical services to clients and carers, clinical staff, and management in a professional, efficient and courteous manner. Data entry and clerical duties are key components to this role. This position is supported and guided by the Officer Manager within the department. The successful applicant will be required to provide high quality administrative

assistance in a diverse and challenging environment. To ensure fair and equitable workflow, a task rotation process is in place. This is communicated through the administration roster and allows administration support responsibilities to be distributed evenly and provide everyone the opportunity to contribute to different aspects of the role.

Responsibilities and Accountabilities

Key Responsibilities

- To provide professional and prompt phone reception for the service and direct/ escalate calls as required
- Under direction and delegation of Office Manager and team leaders/ senior nursing key staff update and maintain schedules within the RCP system for client visits
- Register accurate and timely client/patient referrals on centralised database including My Aged Care and relevant spreadsheets
- Check electronic daily clinical work lists ensuring that financial, admission and discharge details are accurate
- Process client discharges electronically and complete Ko faxing as required
- With support and direction ensure correct financial information under various funding sources including CHSP, HACC PYP, Transition Care program, Department of Veteran Affairs (DVA) and Full Cost Recovery to ensure accurate end of month accounts
- Generate and distribute end of month accounts to clients and follow-up enquiries
- Create electronic reports for CNS manager regarding monthly activity and data as requested
- Escalate complaints/concerns/issues from clients, carers, service providers to the relevant team leader, senior nurse or manager for action
- Order office and medical supplies and register other requests as required
- Undertake mandatory and non-mandatory Bendigo Health training/staff development
- Monitor equipment repairs and replacement
- Record, document and distribute agendas, minutes and reports
- Manage the servicing and data entry for FLEET cars and relevant staff compliance checks.

Key Selection Criteria

Essential

1. Highly developed communication and interpersonal skills, both written and verbal, including the ability to communicate with people from diverse backgrounds
2. Demonstrated experience in reception and office administration including proficient telephone and computer skills
3. Demonstrated experience in scheduling appointments and raising purchase orders
4. Demonstrated administrative skills including managing databases, Microsoft Office programs and mobile devices with knowledge of iPM, ePR and RCP systems and a high attention to detail
5. Demonstrated organisational skills with the ability to improve and maintain office systems and processes
6. A personal approach which is positive, enthusiastic, friendly and helpful

Desirable

7. Previous administration experience, preferably in a healthcare setting

8. Post-secondary qualifications in Office Administration or relevant experience in healthcare administration

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.
- 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.