

Position Description

Position Title	Administration Support
Position Number	30028506
Division	Clinical Operations
Department	Surgical Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 1 -2
Classification Code	HS1 – HS21
Reports to	Nurse Unit Manager Theatre
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 role provides a high level of administrative support, to the Managers of the Interventional Suite and other staff working in the Interventional Suite, inclusive of Perioperative Services, Peri-anaesthetics, CSD, Day of Surgery Admissions and assist medical staff as required.

Responsibilities and Accountabilities

Key Responsibilities

- To provide high quality administrative assistance to support Interventional Suite Managers, Finance, Surgeons, Registrars, and other staff working in the IVS, inclusive of Perioperative Services, Peri-anaesthetics, CSD, Day of Surgery Admissions and assist medical staff as required.
- Provide high level administrative support to all IVS meetings including preparing agendas, recording and typing of minutes, distributing documents, and following up actions. Coordination of reports, newsletters, correspondence and maintaining of the SharePoint surgical services hub and required department email distribution lists.
- Provide general office management including but not limited to incoming/outgoing mail, maintaining filing and record systems and monitoring and ordering of stationery and stores.
- Liaise with various departments throughout Bendigo Health and key stakeholders from outside of the organisation where required in the administration, coordination of meetings for IVS visitors regarding any IVS Equipment trials, Education in-services and attendance of company representatives.
- Oversee the efficient operation of the theatre reception area to develop and improve efficiencies to existing processes within the Interventional Suite.
- Develop and prepare data reports to assist with Interventional Suite Managers monthly reports.
- Facilitate accurate administration records and reports for the payment and processing of IVS Agency Staff for Theatre, Anaesthetics & Recovery, DOSA & Endoscopy for IVS Managers, Finance and Director of Nursing.
- Assist with the daily entry of the IVS staff allocations board and review and amend as and when changes occur.
- Compile, check and record all IVS documentation that is sent to Records Management systems for archiving and retrieval as required.
- Assist in the scanning and recording of all IVS Performance Review and Development Plans (PDRP's).
- Facilitation of prompt payments for IVS department related expenses on FMIS Oracle.
- Register IVS QFM requests as required.
- Maintain Surgical Services SharePoint/intranet page.

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 equivalent with advanced knowledge of Microsoft office applications including word processing, database, spreadsheets and email.
2. Sound skills and experience and/or capacity in meeting attendance and minute taking and preparation of minutes, reports and letters.
3. Sound skills in the area of account processing and experience using iPM and DMR.
4. Sound skills and experience in reception including handling of telephone enquiries, computerised diary management and general office management duties (filing, records management etc.)
5. Excellent interpersonal and communication skills with the ability to interact and communicate with a diverse range of people and all levels, providing excellent customer service to both internal and external customers.
6. Experience in dealing with confidential and sensitive matters with an ability to prioritise the workload effectively and prioritise multiple tasks to meet deadlines and schedules as directed.
7. Ability to adhere to policy guided processes as directed therein by having a personal approach which is positive, enthusiastic, friendly and helpful, with a willingness and ability to learn.
8. Proven record or integrity, reliability and a professional attitude.
9. Promptly follows through on inquiries, requests and complaints and responds to staff member's needs. Actively supports change by adjusting work practices, contributing feedback and suggestions within the unit.

Desirable

10. Ability to work as a team member as well as independently whilst unsupervised.
11. Previous experience in a similar role with experience relevant to a health environment preferable but not essential.
12. Understanding of Bendigo Health's policy and procedures.

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.