

Position Description

Position Title	Administration Coordinator
Position Number	30028831
Division	Finance and Resources
Department	Health Information Services Administration
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)Enterprise Agreement 2021-2025
Classification Description	Administrative G2 L1 – L5
Classification Code	HS2 – HS21
Reports to	Administration Supervisor
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
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 Immunization 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 organization is a child safe organization, 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 Coordinator is responsible for the day-to-day support and leadership of the Health Information Services (HIS) administration team, and providing assistance to the HIS Administration Supervisor. This encompasses participating in an on-call roster, completing invoices, assisting with Kronos upkeep and approvals, coordination of day-to-day staff workload, and staff rostering responsibilities. The

role also includes administrative processes associated converting paper based medical records into digital format, including auditing electronic formats; customer service with contact with internal and external customers occurring via phone, fax, email and face to face interactions. This position also involves being trained within the Emergency Department Health Information Support Officer (HISO) role. The Emergency Department has a wide and varied selection of responsibilities with the main focus of registrations and admissions of patients presenting to the Emergency Department and being a support service for the clinical team.

Responsibilities and Accountabilities

Key Responsibilities

- Provide support to the Administration Supervisor. Including but not limited to:
 - Day to day oversight and leadership of the functions within the HIS administration team
 - Participate in an on-call phone roster
 - Perform data entry and reporting in systems such as Excel and Kronos
 - Ordering and management of stock, using programs such as Oracle
 - Coordinating HISO staff with day-to-day activities
 - Covering the Administration Supervisor role in their absence
- Ability to work in and support all HISO roles. Including but not limited to:
 - Ensuring the accurate and timely preparation, data entry, quality control, validation and maintenance of health information in physical medical records and in the digital environment
 - Providing customer support to internal departments and external agencies, by assisting with medical record and release of information requests, including record upkeep
 - Create new registrations, admissions, discharges and transfer in the Patient Administration System and Electronic Patient Record (ePR Trak Care) in accordance with relevant Bendigo Health policies and procedures
- Support and participate in departmental meetings and other organizational meetings as required, including minute taking
- Participate in organizational and departmental projects as required
- Support staff development and training of both new and existing staff as required including involvement in Performance Review and Development Planning
- Other administration duties as directed

Key Selection Criteria

Essential

1. Demonstrated experience and ability to support and coordinate a team in day-to-day activities
2. Demonstrated problem solving skills with the ability to take the initiative and make decisions within delegation level
3. High level communication skills with the ability to develop effective working relationships with a cross section of staff and facilitate team work across the team
4. Demonstrated high level of computer skills including the ability to operate multiple Microsoft Office products and various other in-house programs and databases, including Kronos or other rostering systems
5. Demonstrated strong attention to detail and data entry with a commitment to quality

6. Proven ability to act as a role model using values driven behaviors demonstrating a growth mindset for continuous improvement
7. Experience working with a roster and balancing the allocation of shifts for an area

Desirable

8. Completion of a Certificate III Business course and/or relevant equivalent
9. Demonstrated sound knowledge and understanding of the requirements of the Health Records Act
10. Previous administration and leadership experience in a healthcare environment

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 organizational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognize 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.