

Position Description

Position Title	Administration Support
Position Number	30100133
Division	Clinical Operations
Department	Women's Health Clinics
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 1 L1 – L5
Classification Code	HS1 – HS17
Reports to	Nurse Unit 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 • Working with Children 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 Administration Support role provides, effective and efficient administration services to the clinical staff working with regional health services and other collaborative care models.

As a member of the WHC team, the Administration Support provides administrative support in scheduling collaborative meetings, minute taking and ensuring that the outcomes are documented and acted on. The working days are encouraged to be in line with the planned collaborative meetings, currently Tuesday and Wednesday, third day can be discussed. Changes may occur and will be the discussed.

Responsibilities and Accountabilities

Key Responsibilities

- Establish effective and appropriate patterns of communication with clients, colleagues, management and the wider community.
- Initiates and maintains accurate documentation.
- Ensures clients are booked to clinics following the clinical discussions.
- Facilitate admission process by supporting Referral and Intake processes.
- Ensures accurate data entry for client's details.
- Ensures accurate preparation and maintenance of medical records including correct tracking and filing.
- Assists with the development & maintenance of procedures for the collaborative care meetings.
- Maintain information record systems and log registers.
- Use and maintain relevant computer files and programs.
- Electronic data entry and preparation of relevant paperwork.
- Comply with all organisational established policies and procedures.
- Ensure that all enquiries are handled promptly and efficiently.
- Assist in all aspects of reception duties including photocopying, filing, word processing, faxing and emailing as required.
- Demonstrate proficiency in all patient management computer programs.
- Contribute to the overall management of the client appointment booking process.
- Ensure client confidentiality is always maintained.
- Ensure that appointments are made according to protocols.
- Utilise material resources efficiently.

Key Selection Criteria

Essential

1. Demonstrated high level telephone, reception and office administration skills.
2. Demonstrated ability to learn new systems and procedures and have a strong attention to detail.
3. Excellent written and verbal communication skills.

4. Ability to communicate effectively with clients, staff and other stakeholders.
5. Highly developed interpersonal skills and ability to communicate with people at all levels.
6. Ability to contribute and work as part of a team.
7. Ability to build relationships with other stakeholders and commitment to working together collaboratively.

Desirable

8. Previous experience in a medical 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.

