

Position Description

Position Title	Administration Coordinator
Position Number	30100740
Division	Community and Continuing Care
Department	Community Allied Health Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative G2 L1 – L5
Classification Code	HS2 – HS21
Reports to	Manager – Community Allied Health Services
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 Coordinator is part of an administrative team that supports CAHS and ACAS to provide services to eligible clients. Duties include support and oversee the administration staff, KRONOS, minute taking, data entry and administrative support for quality processes. Consultation with the Office Manager is required for any decisions or process changes to be made.

Responsibilities and Accountabilities

Key Responsibilities

- Support the Office Manager to develop and implement efficient and effective office management processes, e.g., KRONOS, data management
- Oversee the day-to-day activities of delegated (a small number of) administrative staff
- Manage the statistical reporting, and monitor the progress of HACC Program for Younger People and CHSP allied health statistics. Support data entry management and monitor the statistical performance of other programs as required
- Support IT platform upgrades and day to day issues if they present
- Provide administrative support for quality processes and audits
- Effective and timely communication with stakeholders, both internal and external to the organisation
- Assist Office Manager with the selection and recruitment of personnel
- Assist with and take minutes as required
- Prepare reports as required
- Participate in team/departmental meetings and other organisational meetings as required
- Participate in staff development and training as required
- Maintain accurate records, statistics and reports as needed
- Participate in service development as required
- Other duties as determined by Office Manager or Manager
- Ability to provide excellent customer service to both internal and external customers
- Provide administrative support for quality processes and audits
- Liaise and consult with external agencies (eg. Medicare, Health Insurance Funds, Transport Accident Commission, Workcover) with regard to routine transactions
- Liaise with immediate supervisor and middle management level positions to seek and provide information

Key Selection Criteria

Essential

1. Post-secondary qualifications in Office Administration

2. High level skills and experience in general office administration
3. Ability to train, support and supervise staff
4. Manage statistical reporting, data entry management and statistical performance of programs (as required) and prepare reports for use by management
5. Demonstrated high level knowledge and skills in ICT, including Microsoft Office applications.
6. Demonstrated ability to manage time and prioritise competing demands
7. Ability to interact and communicate, through a variety of mechanisms, with a diverse range of people at all levels
8. Flexibility to operate in an environment of change and continuous improvement
9. Ability to work as part of a team, as well as to work independently

Desirable

10. Positive, enthusiastic, and professional approach to work.

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.