

Position Description

Position Title	Administration Support
Position Number	30100773
Division	Clinical Governance
Department	BreastScreen
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 1A
Classification Code	HS1A
Reports to	Program Manager, BreastScreen
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

Excellent Care. Every Person. Every Time.

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

Bendigo BreastScreen (BSVB) is a Reading and Assessment Service (RAS) within BreastScreen Victoria (BSV), and part of the BreastScreen Australia population-screening program. The department provides screening mammograms for Bendigo clients, and follow-up assessments for the Loddon Mallee region.

The Administration Support (Data/Reception) will work as part of the Administration and Data Management team at Bendigo BreastScreen to provide appropriate, timely and best practice standards for reception and data management services, in a confidential and professional manner. The Administration Support will be required to manage individual workloads and work in a team environment, with ownership of shared goals and tasks. Tasks will include reception and clerical duties as well as providing accurate and efficient data entry and data handling associated with the screening and assessment pathway at BSV.

Responsibilities and Accountabilities

- Operate BreastScreen Victoria (BSV) client information system for accurate data entry input and maintenance, including quality assurance of data.
- Adhere to Quality Assurance processes as described by department policies and in the BreastScreen Data Workbook.
- Ensure confidentiality and privacy of information and release client information only in accordance with approved policies.
- Other duties as requested by the Data Manager/Program Manager/Clinical Director.

Key Responsibilities

Area of Responsibility – Reception

- General reception duties including responding to telephone and counter enquiries.
- Assist clients with completing registration forms for the purpose of screening and data collection.
- Assist clients with booking of appointments when required.
- Act in an appropriate and sensitive manner, ensuring that confidentiality is always maintained.
- Prepare and sort outgoing mail and distribute correspondence.
- Attend to courier deliveries, source stationery and supplies.

Area of Responsibility – Data

- Ensure digital images are received from satellite screening sites and prepared for reading.
- Source clients' prior external images.
- Prepare and monitor reads, re-reads and delayed reads of images.
- Process screening results and prepare documents for clients called back to assessment clinic.
- Perform image transfers as required.
- Scan medical records, in consultation with the Data Manager when necessary.

Key Selection Criteria

Essential

1. Good interpersonal and customer service skills, maintaining a polite, considerate and professional approach when dealing with others.
2. Ability to work in a team environment and have ownership of shared goals and tasks.

3. Demonstrated commitment to accuracy and attention to detail, including the ability to accurately perform quality assurance activities and check on own work and the work of others.
4. Accurate keyboard skills and sound knowledge of computer systems and the software applications of Microsoft Office Suite.
5. Ability to work in a structured environment, manage own workloads and carry out set daily duties to ensure even workflow.
6. Well-developed oral and written communication skills.
7. Ability to identify potential problems and refer appropriately.
8. Ability to understand and comply with documented policies, procedures and protocols.
9. Demonstrated commitment to the principles of privacy and confidentiality.

Desirable

10. Previous data entry and/or clerical and reception related experience.

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.