Position Description

Position Title	Administration Support
Position Number	30100924
Division	Clinical Operations
Department	Older Adult Community Mental Health Team (OACMHT)
Enterprise Agreement	MH Support Services-Victorian Public Mental Health Services Enterprise Agreement 2024-2028
Classification Description	Administrative Grade 2
Classification Code	YC89
Reports to	Manager OACMHT
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	National Police Record Check Drivers Licence 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 Older Adult Community Mental Health Team (OACMHT) is a multidisciplinary team that provides community mental health assessment, treatment and support to patients aged 65 and over who are experiencing mental problems due to mental health illness, a neurodegenerative disorder or severe comorbid physical illness.

The Administration Support role is essential in ensuring the smooth delivery of this service by providing high-quality administrative and clerical support to clinical staff, management, patients and their carers. Key responsibilities include high-quality reception and telephone response, data entry and general administrative tasks. The position will also work alongside other Mental Health and Wellbeing Services administrative support to provide cover for main reception, meal relief and other duties as required. Working under the guidance of the manager, the role requires professionalism, strong organisational skills and the ability to operate effectively in a diverse healthcare environment.

The position will require the successful applicant to be available Monday to Friday 8.30am-5pm, at the John Bomford Centre with flexibility to move to the Clinical Services Campus at Bendigo Health in the future.

Responsibilities and Accountabilities

Key Responsibilities

Undertake and manage a full range of office support functions and reception duties including:

- Provide a high-quality reception and telephone response to all patients and agencies who contact the service, answering, screening, referring and escalating enquiries
- To provide computer and administrative support to clinical staff as required
- Operate systems used, including but not limited to: IPM/PAS, MH-DMR, CMI, KRONOS and Microsoft office suites
- Coordinate mail, meeting room bookings, set up of meeting rooms, undertake data entry, provision of reports and other duties as required
- Monitor and order store/ office supply items
- Maintain timely entry of patient data and provide reports as required
- Develop, maintain and monitor general office systems and procedures including filing systems as required
- Participate in staff development and training as required
- Work cooperatively with other Mental Health and Wellbeing Services onsite to provide main reception cover and relief as required. This includes participating in a roster to cover meal breaks and in times of staff absence.
- Other general administrative duties as required

Key Selection Criteria

Essential

1. Demonstrated high level skills in office procedure and reception.
2. Demonstrated high level communication skills and professionalism allowing for excellent customer service.

3. A positive, enthusiastic and cooperative approach, with flexibility and a willingness to assist others, contributing to the development and sustaining of effective working relationships.
4. Demonstrated ability to effectively and efficiently use MS Office suite and clinical database applications, with the ability to learn new systems.
5. Demonstrated ability to work both independently and as part of a team.
6. Flexibility to reprioritise and adjust workflow to respond to competing pressures during peak times.
7. Demonstrated ability to adapt, embrace and respond positively to change in relation to information and data systems, workflows and department requirements.

Desirable

8. Certificate III in Business Administration desirable but not essential.
9. Basic medical terminology and experience in patient records is desirable but not essential.

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.