

Position Description

Position Title	Office Manager
Position Number	30101197
Division	Community and Continuing Care
Department	Community Care Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative G3 L1 – G5 L5
Classification Code	HS3 – HS33
Reports to	Program Manager
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 • 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

This position will provide leadership, as part of the management team, to facilitate and coordinate administrative services to support the delivery of high quality, best practice service provision to people with complex needs and older people living in the community, in a timely and responsive manner.

This will be achieved through the leadership and management of the administration staff and work processes. The role includes financial monitoring of the budgets including expenditure and revenue. The position works closely, and supports the management team.

Responsibilities and Accountabilities

The Office manager supports and leads the administrative team within Community Care Services and ensures reporting, claims, statements and invoices for CCS clients and service providers are dealt with in a timely manner.

Key Responsibilities

The Office Manager role involves:

- Leading statement processes including claim submission, receipting and reconciliation.
- Supporting the discharge of program clients ensuring completion within legislative timeframes
- Overseeing program accounts payable and accounts receivable processes
- Supporting the preparation of HACC PYP and Aged Care reporting
- Completing internal finance monthly requirements including bank reconciliations and preparation of month end accounts and statements
- Supporting the Administration Team to deliver efficient and effective office management processes, e.g. KRONOS, data management, ordering of supplies
- Overseeing the completion of Service data and statistical reporting as required by funding bodies
- Ensuring reporting and claiming through Commonwealth and State programs is accurate and transparent
- Monitoring, troubleshooting and resolving of data related issues such as billing errors, data exchange errors
- Liaising with RCP team to support software improvements, upgrades and additional improvements as needed, in line with reporting changes as they occur
- Provide support, supervision and direction for the administration staff
- Complete annual Performance Development Reviews for direct reports

Organisational Responsibilities

- Participate in team/departmental meetings and other organisational meetings as required
- Participate in staff development and training as required
- Participate in service development as required
- Maintain accurate records, statistics and reports as needed
- Other duties as determined by Manager

Key Selection Criteria

Essential

1. Tertiary qualification in Business, Administration or Leadership highly desirable and/or extensive experience
2. Demonstrated high level skills and experience in information analysis in a health or business environment
3. Demonstrated ability to supervise, support and develop administration staff
4. Demonstrated financial and budget management knowledge and skills
5. Demonstrated high level knowledge and skills in ICT, including Microsoft Office applications
6. Excellent communication, negotiating, problem solving and interpersonal skills
7. The ability to operate in an environment of change
8. Strong organisational and time management skills, with the ability to prioritise competing demands, work independently and contribute effectively as part of a team.

Desirable

9. Demonstrated commitment to ongoing professional development
10. Experience leading change in ICT programs

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.