

Position Description

Position Title	Administration Support
Position Number	30101457
Division	Clinical Operations
Department	Renal
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 1A – 2
Classification Code	HS1A – HS21
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 • 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 Officer role provides important administrative, data management, communication and quality improvement to the Renal Service, including data collection, data entry, scheduling, reporting, auditing and process improvement.

The position supports the broad administrative and financial needs of the Haemodialysis Units, Home Dialysis Unit (HDU) and contributes to the administration, delivery and quality improvement of the renal service specialist clinics, both public and MBS.

Our Renal Service staff are committed to work as a team, providing encouragement and support to each other and to the wider multidisciplinary team. We are open to receiving feedback, recognising and acknowledging each other's strengths and take pride in our diversity. We support each other's professional development, celebrate our achievements and are focused on bringing out the best in our people.

Responsibilities and Accountabilities

Key Responsibilities

1. Revenue and expenditure:
 - E-reporting of
 - Renal activity linked to coding and funding in IPM, including VINAH reporting
 - Dialysis and clinic activities linked to NWAU funding
 - In consultation with NUM and Coding Team, refine and improve processes to ensure all revenue generating activities are accurately captured by dialysis staff for reporting
 - Administer the generation of twice-yearly patient payments to home dialysis patients in line with DHHS funding requirements
2. Data management:
 - Maintain data for patients requiring dialysis therapies
 - In consultation with NUM and HIS team, establish and implement approved processes to improve quality of data reporting
 - Develop/expand IPM inputs for renal service, e.g., letter and form templates
 - Work with nursing team to optimise integration of renal data in electronic patient record
3. Monthly reports:
 - Generate activity and quality reports for dialysis services and clinics
 - Provide reports to NUM for business meetings and monthly reporting
 - Interrogate data and prepare statistical reports as required for dialysis services and clinics
4. Renal Clinic Operations:
 - Work with renal Nurse Practitioner, Data Support Officer, Clinic Nurses, Medical team and NUM to establish and maintain smooth operations, high quality service delivery, legislative

compliance, accurate reporting and stakeholder satisfaction in renal public and private specialist clinics

- Process internal and external referrals in compliance with Bendigo Health's policies and procedures
 - Liaise with Specialist Outpatient Clinic Managers as required to ensure that renal clinic management and performance continue to meet the requirements of DHHS Vic framework and guidelines
 - Draft and maintain processes, guidelines and performance measures for clinic that promote clarity for stakeholders and pursue quality improvement
5. Succession/sustainability
- Maintain renal handbook with documented profiles of renal service Ward Clerk, Admin Officer and Data Support Office roles to ensure business continuity can be maintained in work absences
 - Assist with orientation of new or relief admin team staff as required
6. Communication and Teamwork
- Develop and distribute approved patient newsletter each quarter
 - In consultation with NUM, conduct patient and staff surveys and provide survey reports with a view to drive quality improvement
 - Administer renal service meeting agendas and minutes as required
 - Initiate and conduct admin meetings as required to promote positive teamwork and admin team efficiencies
 - Assist with the department's reception / telephone enquiries

This position description is not exhaustive and the incumbent may be requested to perform any reasonable task within the scope of the position as requested by the Nurse Manager.

Key Selection Criteria

Essential

1. Experience in clerical work with a high level of computer literacy, telephone, reception and office administration skills
2. Proficiency in data management and in use of Microsoft Word, Excel, Power Point, software and/or presentation software packages
3. Excellent customer service skills, including face to face, written and telephone interactions
4. Demonstrated experience with quality improvement methods
5. Excellent interpersonal skills which will facilitate effective communication within all levels of the organisation
6. Ability to work positively and effectively as part of a team, as well as to work independently
7. Ability to operate in a busy and dynamic environment, prioritise multiple tasks and adhere to agreed timelines

Desirable

8. Understanding of Medical Terminology an advantage.
9. Experience in collecting medical data from patient records and electronic databases

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.