

Position Description

Position Title	Personal Assistant
Position Number	30101496
Division	Community and Continuing Care
Department	Aged Care Residential Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 2
Classification Code	HS2 – HS21
Reports to	Director of Nursing, Golden Oaks Complex
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • National Disability Insurance Scheme (NDIS) 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 Personal Assistant will provide high level administrative support to the Director of Nursing, Golden Oaks Complex and the Director of Nursing Gibson Street Group and other senior management staff at Residential Services.

Responsibilities and Accountabilities

Key Responsibilities

- Provide high quality administrative assistance to the Director of Nursing, Golden Oaks Complex and the Director of Nursing Gibson Street Complex including; diary management, management of telephone calls, electronic filing, and payroll program support (Kronos), aged care electronic medical records (MANAD), Business planning, distribution of correspondence and monitoring of monthly report collation.
- Provide high level administrative support to departmental and divisional meetings. This includes preparing agendas, recording and typing of minutes, distributing documents and following up actions. This also includes updating of Residential Service documents for example the consumer handbook, flow charts and orientation book
- Provide high quality administrative assistance to the Residential Service Management team including managing meeting requests and coordination of focus groups and working parties.
- Liaise closely with the Bendigo Health Facilities Management team to ensure appointments and meetings are scheduled and communicated regarding projects and building works.
- Coordinate accounts and complete other billing and unit level finance processes as required.
- Coordination of reports, newsletters, correspondence and maintain Residential Service Intranet pages.
- Provide general office management for Residential Services including but not limited to incoming/outgoing mail, room bookings, catering bookings, monitoring and ordering of stationery/stores.
- Liaise with various departments throughout Bendigo Health and key stakeholders from outside of the organisation where required in relation to support work for the Residential Service management team.
- Work collaboratively with other members of the Residential Service Management team to achieve efficient and productive team outcomes. Residential services specific activities

Residential Services specific activities

- To maintain a current knowledge of the documentation Aged Care legislation and Aged Care Quality Standards.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Certificate in business administration and/or demonstrated Administrative Assistant experience is highly desirable.

2. Demonstrated experience in coordinating meetings, preparing agendas, taking minutes and distribution of meeting papers.
3. Demonstrated high-level inter-personal skills with the ability to effectively liaise with all levels of staff, management and external stakeholders.
4. High level computer/keyboard skills using Microsoft Word, Excel, PowerPoint and databases
5. Previous experience undertaking accounts and invoicing duties.
6. Demonstrated experience problem solving, prioritising and using initiative.
7. Experience with electronic medical records, management of timecards and business planning.

Personal Qualities, Knowledge and Skills

8. A personal approach which is positive, enthusiastic, friendly and helpful.
9. A willingness and ability to learn new procedures, processes, software and systems.
10. A passion for working in aged care.

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.