Position Description

Position Title	Office Manager
Position Number	30101691
Division	Clinical Operations
Department	Geriatric Rehab and Pall Care Medicine
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 3
Classification Code	HS3 – HS25
Reports to	Clinical Director
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• 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 role of the Office Manager is to provide high level administrative and strategic support and assistance to the Clinical Director and medical staff within the Geriatric, Rehabilitation and Palliative Medicine Department.

Responsibilities and Accountabilities

Key Responsibilities

The key responsibilities of the Office Manager include undertaking a range of administrative and strategic support activities including:

- Manage the office of, and provide administrative support to, the Clinical Director. This includes management of telephone calls, mail, diary management, activity statistics and coordination of travel arrangements as required
- Develop, maintain, and continuously improve office procedures and work flow in line with the requirements of the Clinical Director
- Act as the first point of contact for both junior and senior medical staff, providing administrative support, advice and facilitating resolution of issues where appropriate, liaising with other BH departments as required
- Provide administrative support for the recruitment of senior medical staff, including eRecruit, organisation of interviews, liaison with AHPRA and RACP (as required), onboarding and non-clinical orientation
- Ensure orientation information is regularly updated and distributed to new and rotating staff
- Prepare invoice requisitions for regional Geriatrician services
- Prepare correspondence and draft documents, presentations etc for the Clinical Director
- Administration of ICS Quality and Safety Committee meeting, including collation of reports and documents for agendas, minuting meetings, document tracking and follow up
- Prepare agendas and act as minute taker for Sub Acute Clinical review meeting, Departmental staff meeting and Stroke Reference Group meeting. Arrange other meetings and events as required including room bookings, catering and preparing all relevant paperwork or folders
- Generate and maintain medical staff rosters and clinical education rosters
- Coordinate the completion of acute care and rehabilitation certificates, including allocation, follow up and tracking of documents
- Ensure weekly ward allocation lists are updated, uploaded and distributed
- Manage KRONOS timecards and coordinate all leave for the senior medical staff in the Division
- Maintain a register of medical staff completion of performance reviews, mandatory training requirements, AHPRA registration, CME completion etc
- Coordinate the allocation of clinical resources for inpatient, ambulatory, telehealth and regional services
- Provide support to the Geri Connect service as required, including resource allocation and DHHS reporting
- Active involvement in Departmental strategic planning and coordination of change processes under the direction of the Clinical Director

- Act as the first point of contact with Quality regarding QI activities and preparation for accreditation
- Support the medical staff with arrangements for teaching and research activities within the Division and with Monash/Melbourne University School of Medicine
- Other duties as negotiated with the Clinical Director

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. Previous experience in a personal assistant, office manager or related role including experience in the preparation of minutes, agendas, letters and reports
2. Attention to detail and excellent organisational skills with the ability to prioritise and manage a complex array of tasks and meet deadlines as required
3. Strong problem-solving skills and the ability to think laterally, including the ability to develop new processes and initiate improvements in workflows
4. Demonstrated high-level word processing/computer skills and sound knowledge of a range of Microsoft applications including Word, Excel, Outlook and PowerPoint
5. Excellent interpersonal and communication skills and ability to communicate positively with all levels of staff within the organisation and the general public
6. Ability to work as part of a team as well as independently

Desirable

7. Previous experience in a health care environment is highly desirable
8. Relevant qualification in office administration or equivalent
9. Basic to intermediate knowledge of medical terminology

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.