

Position Description

Position Title	Administration Support - Patient Services
Position Number	30102221
Division	Clinical Operations
Department	Patient Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 1A
Classification Code	HS1A
Reports to	Nurse Unit Manager Patient Services
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](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community,

PASSIONATE – We are passionate about doing our best,

TRUSTWORTHY - We are open, honest and respectful

The Position

The Administration Support role is responsible to the Patient Services Nurse Unit Manager and provides an important clerical and administrative service to the Liaison Nurses. This position supports nursing and medical staff by providing daily clerical support for the management of patients coming into Bendigo Health for Elective Surgery.

The position provides support and information to patients being admitted who, in many cases are concerned and unsure of hospital environments and may have coinciding other appointments relating to this scheduled surgery.

A high level of ability to maintain patient, staff and managerial confidentiality is essential.

Responsibilities and Accountabilities

Key Responsibilities

- Exceptional customer service.
- Undertake a full range of clerical duties associated with managing elective surgery admissions including booking confirmation and organising appointments post operatively.
- To liaise with Liaison Nurses, anaesthetists and medical staff where necessary to ensure that patients are admitted correctly.
- To assist with general enquiries which includes telephone and admission support
- To ensure patients for admission have the correct information available for their booking under the direction of the Liaison Nurses.
- Data entry, data collection and preparation of statistical information as required
- Undertake the full range of clerical duties and activities including filing, faxing, emailing and photocopying as required including monitoring and ordering of stationary.
- Other duties as directed by Patient Services Nurse Unit Manager.
- Maintain accurate records, statistics and reports as needed.
- Participate in team/departmental meetings and other organisation meetings as required.
- Participate in staff development and training as required.

Key Selection Criteria

Essential

1. Proven ability to provide high quality office administration within a team environment
2. Established written and computer literacy skills with the ability to learn new systems and procedures quickly
3. Demonstrated ability to perform data entry in various technological systems
4. Highly developed interpersonal skills with the ability to adapt communication styles to a range of audiences
5. Demonstrated ability to prioritise work, meet deadlines and to manage time effectively
6. A personal approach which is positive, respectful, collaborative and helpful
7. A willingness and ability to learn

Desirable

8. Certificate III in Business Administration desirable but not essential
9. Previous experience in a health care / medical practice environment 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.
- 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.