

## Position Description

|                            |                                                                                                                                      |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| Position Title             | Administration Support                                                                                                               |
| Position Number            | 30028231                                                                                                                             |
| Division                   | Clinical Operations                                                                                                                  |
| Department                 | Cancer Clinics                                                                                                                       |
| Enterprise Agreement       | Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025 |
| Classification Description | Administrative                                                                                                                       |
| Classification Code        | HS1A – HS1                                                                                                                           |
| Reports to                 | Manager                                                                                                                              |
| Management Level           | Non Management                                                                                                                       |
| Staff Capability Statement | Please click here for a link to <a href="#">staff capabilities statement</a>                                                         |
| Mandatory Requirements     | <ul style="list-style-type: none"><li>• National Police Record Check</li><li>• Immunisation Requirements</li></ul>                   |

## 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

This position provides reception, administration and customer service support to the Cancer Centre Chemotherapy Unit and Cancer Clinics Team to ensure the Cancer Centre operates in a safe, efficient and patient focused manner.

# Responsibilities and Accountabilities

## Key Responsibilities

- Provide administrative services to the Chemotherapy Day Unit and Cancer Clinics team
- Ensure that requested appointments and tests are scheduled and communicated to patient/carer
- Ensure real time admission/discharge processes occur per hospital policy
- Provide a high level of customer service to patient, carers, staff and referrer.
- Ensure accurate data entry is maintained for each step in the relevant system
- Ensure patient records are managed appropriately, in line accordance with hospital and The Department of Health and Human Services (DHHS) policy
- Respond to enquiries and incoming phone calls in a timely and courteous manner
- Liaise with various departments throughout Bendigo Health and key stakeholders from outside the organisation where required
- Work collaboratively with other members of the Cancer Centre teams to achieve efficient and productive team outcomes

## Key Selection Criteria

### Essential

1. Demonstrated commitment to customer service in a manner which is positive, friendly and helpful
2. Demonstrated ability to adjust work practices to accommodate change
3. Demonstrated ability to work as part of a team, as well as independently
4. Proven ability to prioritise workload in a complex and competing environment
5. Demonstrated high-level inter-personal skills with the ability to effectively liaise with internal and external stakeholders

### Desirable

6. Certificate in medical terminology
7. Previous experience in a health environment
8. High level computer skills with a sound knowledge of Microsoft suite of products, specifically word and excel
9. Experience using iPM
10. Experience in dealing with confidential and sensitive matters

## 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.*