

Position Description

Position Title	Team Leader
Position Number	30100541
Division	Clinical Governance
Department	Medical Imaging Administration
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Grade 3
Classification Code	HS3 – HS25
Reports to	Director – Medical Imaging
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
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](#)

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 team leader provides leadership, support and direction to the administration team in medical imaging to ensure that services are delivered in a safe, efficient and patient focussed manner.

Responsibilities and Accountabilities

Key Responsibilities

- Provide support and guidance on roles and responsibilities of the administration staff within medical imaging
- Establish and maintain appropriate work practices and procedures that will ensure the imaging department fulfils its role and objectives for service delivery and patient care
- Ensure recruitment and rostering of administration staff, including leave, is consistent with staffing and budget requirements
- Undertake performance reviews on all administration staff
- Ensure that accounts and billing for examinations performed in Medical Imaging are completed and compliant with procedures and third-party organisations (e.g., Medicare, TAC, DVA) indications; following up with these organisations as required
- Ensure the medical imaging administration staff have the resources required to operate safely and effectively
- Ensure staff are adequately trained in procedures and programs used within the imaging department and Bendigo Health
- Prepare performance/activity reports
- Present opportunities for innovation and improvement related to workflow and patient care

Key Selection Criteria

Essential

1. Demonstrated team leadership skills
2. Demonstrated ability to develop, implement, refine and maintain workflow processes
3. Ability to develop networks and build and maintain interdepartmental relationships
4. Ability to interact and communicate with a diverse range of people at all levels
5. A personal approach which is positive, enthusiastic, friendly and helpful
6. Ability to give excellent customer service to both internal and external customers

Desirable

7. Medical Imaging or healthcare administration experience
8. Medicare schedule experience
9. Knowledge of radiology information systems – e.g., Karisma

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.