

Position Description

Position Title	Administration Officer
Position Number	30005231
Division	Clinical Operations
Department	Mental Health Development and Systems
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2021-2024
Classification Description	Administration Officer Grade 2
Classification Code	YC89
Reports to	Manager – Mental Health Development and Systems
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](#)

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

Reporting to the Manager, Development and Systems, the position provides high level administrative support and coordination to the Development and Systems team. Working collaboratively with, and under the direction of, specialist roles, the position contributes to the effective functioning and delivery of the team's outputs.

This fixed-term position, has been established to work closely with, and take direction from, the Data Analyst and Reporting Specialist to support the data management and reporting requirements arising from the resumption of Activity Based Funding (ABF) processes following the end of industrial action. The key focus of the role is on ABF funding data entry, clean-up, and monitoring activities, as well as assisting in the delivery of the Mental Health Directorate's ABF framework.

Responsibilities and Accountabilities

Key Responsibilities

- Support the Data Analyst and Reporting Specialist with Activity Based Funding (ABF) data entry, clean-up, monitoring, and reporting activities, ensuring accuracy and timeliness in line with established standards.
- Apply organisational guidelines and decision-making frameworks to review, interpret, and accurately enter information using approved data templates and standards.
- Utilise advanced Microsoft Excel functions, data analysis, and automation tools to support data integrity, reporting, and process improvement activities.
- Assist in the delivery of the Mental Health Directorate's ABF framework and contribute to data quality improvement initiatives.
- Undertake data and system auditing, error correction, and testing activities as directed by specialist roles within the team.
- Collaborate with team members to support the effective delivery of Mental Health Development and Systems team outputs and contribute to continuous improvement activities.

Administrative Support (as required):

- Provide general administrative assistance to the manager and other specialist roles in the Development and Systems team during periods of high workload or staff absence.
- Support meeting coordination activities, including preparation of agendas, minutes, and document distribution when required.
- Assist with the preparation and collation of operational reports, correspondence, and training resources under the direction of the Manager or specialist roles.
- Provide user and service desk support for the Mental Health Development and Systems team, including monitoring and responding to logged queries, redirecting tickets to appropriate specialists, and resolving routine troubleshooting, error correction, and general support requests.
- Provide routine support with office systems and processes (e.g. staff rosters, KRONOS, document management, mail coordination, meeting room bookings, and supply monitoring) as directed.

Key Selection Criteria

Essential

1. Excellent communication and interpersonal skills, both verbal and written, with the ability to liaise effectively with a diverse range of stakeholders and contribute positively to a collaborative team environment.

2. Demonstrated experience accurately entering, validating, and extracting information from mental health systems, particularly the Client Management Interface (CMI) and MH-DMR.
3. Ability to review information and apply established rules and guidelines to accurately enter and update data using approved templates and standards.
4. Strong skills in Microsoft Excel, including using formulas, functions, and data tools, and the ability to follow instructions to apply automation features developed by others.
5. Strong analytical and problem-solving skills, with the ability to identify data discrepancies, apply corrective actions, and contribute to data quality improvement activities.
6. Exceptional attention to detail and organisational skills, with the ability to manage multiple tasks and meet deadlines in a busy, data-driven environment.
7. Demonstrated ability to provide general administrative support when required, including preparation of reports, meeting materials, and correspondence, and assisting with core administrative functions during periods of high workload or staff absence.

Desirable

8. Experience supporting Activity Based Funding (ABF) data collection and reporting or similar performance and funding data frameworks in a health service environment.
9. Commitment to continuous learning and professional development, with a positive, proactive, and adaptable approach to changing priorities and team needs.

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.