

Position Description

Position Title	Administration Support
Position Number	30027072
Division	Clinical Operations
Department	Mental Health & Wellbeing Service
Enterprise Agreement	Victorian Public Mental Health Service Agreement 2025-2028
Classification Description	YC89
Classification Code	Administration Officer Grade 2
Reports to	Manager, Child & Adolescent Mental Health Team
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 • Working with Children Check • Drivers Licence • 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

PASSIONATE – We are passionate about doing our best for our patient, our colleagues and 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

Clinical Operations

The Clinical Operations Division encompasses acute, allied health, cancer and mental health services. We provide a wide range of general medical, surgical and specialty services including but not limited to; Oncology, Cardiology, Renal, Emergency, Women’s and Children’s, Critical Care, Specialist Clinics, Cancer

Clinics and Mental Health Services. Our Allied Health teams provide a diverse range of programs and person-centred care in inpatient, outpatient, community, home and residential care settings.

Within a state-of-the-art hospital, our Ambulatory and Critical Care, Medical Services, Surgical Services and Women's and Children's areas use the latest technologies to provide excellent care. Our world class Cancer Centre uses a multi-disciplinary, integrated approach to treat specific cancers. The Cancer Centre offers medical oncology, radiation oncology, specialist nurses, clinical trials and cancer research, palliative care, and a Cancer Wellness Program.

The Mental Health Service provides psychiatric care and treatment across a large catchment area in Victoria, stretching from Swan Hill in the north of the state to Gisborne in the south. Family sensitive practice is central to our models of mental health care and best practice ensures the identification, inclusion and support of families, carers and children.

Each year our onsite Specialist Clinics provide over 100,000 service events, we also see more than 60,000 people in our Emergency Department and welcome around 1700 babies into the world. The Clinical Operations Division assists with the admission of more than 50,000 patients into the hospital each year.

The Position

The position provides reception and administrative support to the Child and Adolescent Mental Health and Wellbeing Team inclusive of specialised programs (SAAS, CASEA, 0-11) within the Clinical Operations Division and is located at the John Bomford Centre. The position will work cooperatively with other administration staff of CAMHWS to ensure consistent, efficient support for the team at all times. The position will also work cooperatively with the other programs co-located at the Centre (BACMHT & OPMHS) to provide main reception cover, meal relief and other duties as required.

Responsibilities and Accountabilities

Key Responsibilities

Undertake and manage a full range of office management functions and reception duties including:

- Provision of a high-quality reception and telephone response to all clients and agencies who contact the service, answering, screening, referring and escalating enquiries
- Provision of computer and administrative support to clinical staff as required
- Maintain timely data entry on the case management interface data base (CMI)
- Coordinate mail, meeting room bookings, set up of meeting rooms, undertake data entry, provision of reports and other duties as required
- Monitor and order store/office supply items
- Actively participate in all scanning initiatives including but not limited to:
 - preparation and sorting of documents
 - scanning paper records/documentation
 - validation
 - data entry/maintenance and error correction of digital information
 - archiving scanned notes as directed by HIS in ensuring quality assurance and auditing processes are correctly undertaken
- Develop, maintain and monitor general office systems and procedures including clinical information and filing systems throughout the transition from paper to a digital working environment

- Participate in staff development and training as required
- Work cooperatively with other programs co-located at the centre (BACMHT & OPCMT) to provide main reception cover and relief as required. This include participating in roster of cover for meal breaks and in times of staff absence.
- Other general administrative duties as required

Key Selection Criteria

Essential

1. Demonstrated high level skills in office procedure and reception
2. Demonstrated high level communication skills and professionalism, allowing for excellent customer service
3. A personal approach which is positive, enthusiastic, cooperative, flexible and helpful - lending to capability of developing and maintaining effective working relationships
4. Demonstrated ability to effectively and efficiently use MS Office suite and clinical database applications, including CP-DMR, CMI and iPM with the ability to learn new systems/system updates quickly
5. Demonstrated ability to work both independently and as part of a team
6. Flexibility to re-prioritise and adjust work flow to respond to competing pressures during peak times
7. Demonstrated ability to adapt, embrace and respond positively to change, particularly in relation to information and data systems, work flows and DoH requirements
8. Willingness and ability to learn & introduce new concepts through innovation, influencing and negotiating skills, with a focus on the continuous improvement cycle in health

Desirable

1. Administrative experience in a mental health environment

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Working with Children Check Bendigo Health has a responsibility to provide a child safe environment. This position is a defined “child-related role” at Bendigo Health. As such you must maintain a valid working with children check. In addition you will be required to assist Bendigo Health in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health’s Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Drivers Licence A current Victorian driver’s licence is required for this position.

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.