

## Position Description

Position Title	Administration Support
Position Number	30100151
Division	Clinical Operations
Department	Psychiatry Extended Care
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2021-2024
Classification Description	Administrative G2
Classification Code	YC89
Reports to	Nurse Unit 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](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

## Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

## Our Values

**PASSIONATE** – We are passionate about doing our best – for our patients, our colleagues and our 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 in all that we do – earning the trust placed in us every day.

## The Position

This patient-facing role will provide administrative support to the Nurse Unit Manager of the Extended Care Unit, along with reception and phone support to the unit. The position is also part of an administrative team that provides broader administrative support to inpatient units located in the Mental Health precinct, inclusive of reception and leave cover as required.

## Responsibilities and Accountabilities

### Key Responsibilities

- Provide administrative, reception and phone support to the Extended Care Unit and Mental Health Inpatient Units as required.
- Operate a number of systems utilised by Bendigo Health, including but not limited to: IPM, MH-DMR, CMI, KRONOS and Microsoft office suites.
- Perform data entry including updating systems with patient information, admissions, discharges and transfers.
- Timely response to ensure all documentation is available in MH-DMR and aligns with other electronic databases used within the organisation.
- Responsible for KRONOS scheduling and time card reviews, along with preparation of the staff management book in a fortnightly basis.
- Provide assistance in staff replacement to ensure safe staffing numbers.
- Manage supplies/stationery for the Extended Care Unit.
- Meeting attendance and minute taking.
- Provide relief to main Mental Health reception area during meal breaks and other times as required.
- Other general administrative duties as required.

## Key Selection Criteria

### Essential

1. Demonstrated ability to effectively use MS Office suite, payroll software and clinical database applications, including CP-DMR, CMI and iPM with the ability to learn new systems as well as system updates.
2. Demonstrated high-level skills in office procedures.
3. Ability to work under pressure during peak times.
4. Excellent customer service and communication skills that engenders a professional and reassuring image to patients, families and carers.
5. Demonstrated ability to work both independently and as part of a team.
6. Demonstrated ability to adapt, embrace and respond positively to change in a dynamic, fast paced environment within a Mental Health Inpatient environment

## Desirable

7. Certificate III in Business Administration desirable but not essential.
8. Basic medical terminology and experience in patient records including admissions, discharges and transfers 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.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- 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.*