

Position Description

Position Title	Administration Coordinator
Position Number	30100740
Division	Community and Continuing Care
Department	Community Allied Health Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administration Grade 2
Classification Code	HS2 – HS21
Reports to	Community Allied Health Services Manager
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 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 Community and Continuing Care Division

The Community and Continuing Care Division provides a broad range of high-quality, person-centred care programs and services to consumers in inpatient, outpatient, and community settings. Each service within the division is designed to ensure holistic care and improve the overall well-being of our patients and communities. The Community Services team is dedicated to enhancing the health and wellbeing outcomes of the communities in the Loddon Mallee with six regional offices. This team includes: Aged Care Assessment undertaken on behalf of My Aged Care; Community Allied Health; Community Care; Carer Support and Community Nursing & Home Care.

The Continuing Care team delivers high-quality services across the Loddon Mallee region including: Dental Care; Chronic Disease Management; Outpatient Rehabilitation; Support for People Transitioning Home; Diabetes Management and Geriatric Management and Assessment.

The Allied Health team provides comprehensive, high-quality care across the continuum, including expert services in: audiology, dietetics, exercise physiology, occupational therapy, physiotherapy, podiatry, psychology, social work, speech pathology and allied health assistants who work with these disciplines.

The Geriatric Medicine Team includes Geriatricians, Rehabilitation physicians, Palliative care physicians, registrars and junior medical staff. The Team work across inpatients, outpatients and home settings.

In addition, the Community and Continuing Care Division holds the professional portfolio of Chief Allied Health Officer. The Chief Allied Health Officer and allied health discipline managers provide professional governance for all allied health across Bendigo Health.

The Community Allied Health Services Department

The Community Allied Health Services (CAHS) team provides allied health inclusive of Dietetics, Occupational Therapy, Physiotherapy, Podiatry, and Speech Pathology Services to eligible clients in the five Local Government Authorities of Buloke, Campaspe, Gannawarra, Loddon and the City of Greater Bendigo. The team work to support clients to live independently at home and in the community.

CAHS is colocated with the Single Assessment Services, which also provides services to clients in the Loddon Mallee region.

CAHS services are funded by the Commonwealth Home Support Program (CHSP), Home Care Packages, Support at Home and Home and Community Care Program for Younger People (HACC PYP). Community Allied Health Services also delivers services to NDIS participants.

The Position

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The position is part of an administrative team that supports CAHS and ACAS to provide services to eligible clients. Duties include support and oversee the administration staff, KRONOS, minute taking, data entry and administrative support for quality processes. Consultation with the Office Manager Administration is required for any decisions or process changes to be made.

Bendigo Health understands it operates in a diverse community in terms of age, gender, health issues, abilities, cultural and socio-economic background, language, skills, education, spirituality and sexuality.

Responsibilities and Accountabilities

Key Responsibilities

- Support the Office Manager to develop and implement efficient and effective office management processes, e.g. KRONOS, data management
- Oversee the day to day activities of delegated (a small number of) administrative staff

- Manage the statistical reporting, and monitor the progress of HACC Program for Younger People and CHSP allied health statistics. Support data entry management and monitor the statistical performance of other programs as required
- Support IT platform upgrades and day to day issues if they present
- Provide administrative support for quality processes and audits
- Effective and timely communication with stakeholders, both internal and external to the organisation
- Assist Office Manager with the selection and recruitment of personnel
- Assist with and take minutes as required
- Prepare reports as required

Organisational responsibilities

- Participate in team/departmental meetings and other organisational meetings as required
- Participate in staff development and training as required
- Maintain accurate records, statistics and reports as needed
- Participate in service development as required
- Other duties as determined by Office Manager or Manager
- Ability to provide excellent customer service to both internal and external customers
- Provide administrative support for quality processes and audits
- Liaise and consult with external agencies (eg. Medicare, Health Insurance Funds, Transport Accident Commission, Workcover) with regard to routine transactions
- Liaise with immediate supervisor and middle management level positions to seek and provide information

Key Selection Criteria

Essential

1. Post-secondary qualifications in Office Administration
2. High level skills and experience in general office administration
3. Ability to train, support and supervise staff
4. Manage statistical reporting, data entry management and statistical performance of programs (as required) and prepare reports for use by management
5. Demonstrated high level knowledge and skills in ICT, including Microsoft Office applications.
6. Demonstrated ability to manage time and prioritise competing demands
7. Ability to interact and communicate, through a variety of mechanisms, with a diverse range of people at all levels
8. Flexibility to operate in an environment of change and continuous improvement
9. Ability to work as part of a team, as well as to work independently

Desirable

1. A personal approach which is positive, enthusiastic, friendly and helpful
2. High level of self-confidence and professionalism

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.