

Position Description

Position Title	Administration Support
Position Number	30103125
Division	Choose Division
Department	Community Care Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 1
Classification Code	HS1A – HS17
Reports to	Manager
Management Level	Choose Tier
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 Position

This role is designed to provide high quality administrative and consumer service support to Bendigo Health Community Care Services (CCS), and to contribute to the effective and efficient operation of services through active participation as a member of the CCS team. The position is based in Bendigo and reports to the Program Manager.

Responsibilities and Accountabilities

The Community Services Team comprises Aged Care Assessment Services, Community Allied Health Services, Community Care Services, Carer Support Services and Community Nursing and Home Care Services.

Community Services operate in a diverse community in terms of age, gender, health issues, abilities, cultural and socio-economic background, language, skills, education, spirituality and sexuality.

Community Care Services conducts a high-quality care coordination service across the Loddon Mallee region. Care coordination supports people who are frail aged and younger people with a disability to live independently in the community.

The service provides individual care coordination which may include the purchase of additional supports such as equipment and services to complement the care coordination role.

The program provides:

- Support coordination to people with disability (under National Disability Insurance Scheme (NDIS))
- Care coordination for Home Care Package (HCP) consumers
- Short Term Restorative Care program,
- Home and Community Care Program for Younger People (HACC PYP)
- Home and Community Care Program for Younger People (HACC PYP) – Linkages

Key Responsibilities

Under the direction of the CCS Program Manager, Administration Support staff:

- Provide high quality reception services to internal and external customers
- Complete invoice reconciliation data matching
- Liaise with service providers and participants when required in relation to services
- Maintain financial information in databases used by the department
- Raise Purchase Orders in line with service requests
- Coordinate and monitor the delivery of client's services as delegated, supporting coordination between agencies
- Accurately and efficiently process mail
- Monitor electronic mail box and distribute as required
- Record, document and distribute agendas, minutes and reports
- Maintain accurate records, statistics and reports as needed
- Monitor and order stationery supplies
- Participate in meetings as required
- Participate in team/departmental meetings and other organisational meetings as required
- Participate in staff development and training as required
- Participate in service development as required
- Other duties as determined by Team Leaders or Manager
- Employees are required to carry out lawful directions outlined above or delegated to them

Key Selection Criteria

Essential

1. Demonstrated high level skills in office procedure and reception
2. Demonstrated experience in invoice reconciliation
3. Highly developed communication and interpersonal skills including the ability to communicate with people from diverse backgrounds
4. Demonstrated high level of computer skills including the ability to operate to effectively use Microsoft Word, Excel, Outlook and databases.
5. Demonstrated time management skills with the ability to meet deadlines & schedules
6. Demonstrated ability to work independently with minimal supervision
7. Demonstrated ability to embrace and respond positively to change
8. Demonstrated organisational skills with the ability to improve and maintain office systems and processes
9. Demonstrated problem solving skills with the ability to take initiative

Desirable

10. Previous administration experience, preferably in a healthcare setting

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.