

Position Description

Position Title	Administration Support – Medical Imaging
Position Number	30003682
Division	Clinical Governance
Department	Medical Imaging Administration
Enterprise Agreement	VPHS (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Classification Description	Administrative Grade 1 A - 1
Classification Code	HS1A – HS17
Reports to	Medical Imaging Administration Team Leader
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

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

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 Clinical Governance Division

The Clinical Governance Division has a focus on promoting and supporting patient safety and quality of service. It recognises the importance of leadership, culture, patient safety, clinical performance, professionalism and patient care. The Clinical Governance team works collaboratively with other staff to provide high quality clinical governance support and advice, both internally and when supporting our Regional Partner Health Services. The Clinical Governance team, in conjunction with the Office of the Chief Medical Officer, oversees incident reporting, investigation of adverse patient events and concerns/complaints regarding clinicians.

Bendigo Health has a leadership role to play in the Loddon Mallee region and this division is committed to ensuring processes are in place to deliver on our vision.

In addition, the Executive Director Clinical Governance has professional responsibilities as the Chief Medical Officer. As such the CMO is focused on leading and supporting the medical workforce to feel valued and empowered to provide exceptional, quality care.

The Medical Imaging Department

The Medical Imaging Department is a fully comprehensive 24/7 department, performing around 100,000 examinations per year to a consistently high standard using a patient focused approach.

Imaging services are provided to inpatients of the Bendigo Health and surrounding hospitals, and to outpatients referred from Hospital clinics, local GPs and specialists. The department is staffed by radiologists, medical imaging technologists, sonographers, nurses and administration staff.

Imaging services provided include:

- General radiography – 5 x XR Rooms; Mobile XR; Dental & DEXA
- MRI - 1.5T & 3T
- CT – 2 x Scanners (GE & Siemens)
- Ultrasound – 8 x Ultrasound rooms
- Digital Subtraction Angiography
- Fluoroscopy
- Mammography, including Contrast Mammography
- Theatre – 3 x IIs in theatre
- PET & Nuclear Medicine

The Position

The administration support position ensures all Medical Imaging clerical functions, including registering and booking of patients are performed in a manner that achieves a consistently high standard where the approach is patient focused and at all times promotes a positive image of Bendigo Health to the general public.

This position will rotate through all reception areas on a roster basis, with some weekends and public holidays.

Responsibilities and Accountabilities

Key Responsibilities

- Reception and registration of all patients, make bookings and perform all other clerical duties required for an imaging examination
- Answer queries from patients, staff and medical officers
- File and retrieve information using both soft and hard copy devices
- Assist with the billing process from invoicing through to allocation
- Update Karisma and iPM data bases where required
- Participate in staff training and development as required
- Ensure all correspondence is dealt with in a timely manner
- Maintain a safe and clean working environment
- Demonstrate an excellent standard of customer service to provide patients with a positive experience while visiting Bendigo Health
- Effectively communicate and liaise with other departments to ensure timely and patient focused service at all times
- Other administrative and customer service duties as required

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. High level data entry skills
2. Ability to demonstrate basic knowledge of infection control principals
3. Ability to interact and communicate with a diverse range of people at all levels
4. A personal approach which is positive, enthusiastic, friendly and helpful
5. A willingness and ability to learn
6. Ability to provide excellent customer service to both internal and external customers
7. Ability to work as part of a team, as well as to work independently
8. Flexibility to operate in an environment that requires constant prioritising of work and competing demands

Desirable

9. Medical Terminology
10. Radiology Experience
11. Experience with Medicare Billing process

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.

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

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.