

# Position Description

Position Title	Administration Support
Position Number	30103592
Division	Community and Public Health Services
Department	Community Allied Health Services
Enterprise Agreement	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Classification Description	Administration Grade 1A L1 – L5
Classification Code	HS1A – HS17
Reports to	Office Manager – CAHS and ACAS
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>

## 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.

## **Community and Public Health Services**

The Community and Public Health Services Division has a primary focus on improving the health outcomes of the communities in our region. With a range of local and regional programs supporting place-based health promotion, prevention, care and support, they work collaboratively with other Divisions and regional partnerships and networks to support quality outcomes. The Division has a strong leadership role in the Loddon Mallee Region and is committed to ensuring processes are in place to deliver on our vision.

The Division provides support for the Public Health Unit, Community Services, Aged Care Residential Services (200+ residents), Infection Prevention & Control and Public Private Partnership (PPP). It has key roles in public health, inclusive of health promotion and prevention, Aboriginal Services, vaccination/testing clinics, infection control practices, Bendigo Hospital maintenance, carer support and community nursing.

In addition, the Community and Public Health Services Division holds the professional portfolio of Chief Nursing and Midwifery Officer. Nurses are the largest work group within Bendigo Health and the position is focused on supporting our nursing workforce to feel valued and empowered.

### **Aged Care Assessment Services (ACAS)**

### **Community Allied Health Services (CAHS)**

The Community Services Team comprises Aged Care Assessment Services, Community Allied Health Services, Community Care Services, Carer Support Services, Community Nursing Services and the Referral Centre. Aged Care Assessment Services (ACAS) is a multi-disciplinary team that assists older people and their carers to identify what kind of care will best meet their needs when they are no longer able to manage at home without assistance. The target group for assessment are frail older people over 65 years, indigenous people over the age of 50 and younger people with disabilities following liaison with Disability Services. ACAS is located at the Havlin Street Complex. Outreach offices are situated in Echuca, Castlemaine and Swan Hill.

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. The program is funded by the Commonwealth Home Support Program (CHSP) and Home and Community Care Program for Younger People (HACC PYP). Community Allied Health Services also delivers services to NDIS participants. Community Allied Health Services are available to people who are: Over 65 years (over 50 years for Aboriginal and Torres Strait Islanders), or have a disability

## **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 maintain/monitor financial information, invoice reconciliation, data entry, minute taking and administrative support for quality processes.

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

- Reception and general office duties
- Ensure Appointments are scheduled and communicated to clients/carers
- Accurate data entry is maintained and accurately recorded into relevant systems
- Respond to enquiries in a pleasant, efficient and timely manner
- Monitor safe work practices and worker safety procedures for staff as required
- Invoice reconciliation
- Prepare Agendas, minutes, reports and letters as required
- Contribute to other administration team duties as delegated by Office Manager or Manager.

### 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

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

- Highly developed communication and interpersonal skills, both written and verbal, including the ability to communicate with people from diverse backgrounds
- Sound computer skills in a range of computer applications, including data recording, reporting and extraction
- Demonstrated high level telephone, reception and office administration skills and experience

- Demonstrated experience in invoice reconciliation
- Demonstrated skills in completing detailed and timely written and electronic documentation
- Excellent organisational skills with the ability to improve and maintain office systems and processes
- Ability to prioritise work effectively and meet required deadlines and schedules with minimal supervision
- Ability to work as an effective part of a team and willing to assist in the department to improve the productivity of the team
- Train new employees in basic clerical or administrative functions

## Desirable

- A personal approach which is positive, enthusiastic, friendly and helpful
- High level of communications skills with the ability to develop effective working relationships

## 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

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

*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.*