

## Position Description

|                            |                                                                                                                                      |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| Position Title             | Administration Team Leader - Allied Health and Continuing Care                                                                       |
| Position Number            | 30010121                                                                                                                             |
| Division                   | Community and Continuing Care                                                                                                        |
| Department                 | Allied Health & Continuing Care                                                                                                      |
| 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                                                                                                                                  |
| Reports to                 | Administration Manager – Allied Health & Continuing Care                                                                             |
| Management Level           | Choose Tier                                                                                                                          |
| 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](#)

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

The Administrative Support Team Leader is responsible for overseeing reception and general administrative operations, ensuring smooth service delivery in alignment with organizational policies and procedures. This role provides leadership and guidance to administrative staff through clear direction, effective communication, and role modelling of professional standards.

## Responsibilities and Accountabilities

### Key Responsibilities

- Ensure the continuity of all reception and clinical administration services on a daily basis
- Ensure all standard administrative processes are documented to ensure consistency and monitored for implementation
- Provide day to day trouble shooting for complex administration scenarios
- Ensure excellent customer service is delivered with all administration interactions
- Support the Administration Manager by ensuring accurate collection of statutory and internal data
- Supervise collection of monies, preparation of client invoices
- Trouble-shoot ICT queries that can be managed within the service and escalate as required
- Monitor process compliance of referrals and bookings for all clinics and maintain relevant records.
- Support the Administration Manager in the development of administration staff rostering and Kronos exception management.
- Support the Administration Manager with performance reviews and feedback, along with supervision, coaching, mentoring and recruitment.
- Attend departmental and/or organizational meetings as required.
- Actively participate in innovation and support the team through the change process.
- Other duties as reasonably required.

### Key Selection Criteria

#### Essential

1. Previous experience with supervision of a large administrative team
2. Strong computer skills operating Microsoft Office applications and relevant healthcare databases
3. Demonstrate an understanding of reporting requirements
4. Proven experience in providing a high level of customer service and teamwork through advanced interpersonal and communication skills
5. Ability to learn and introduce new systems, processes, programs, database and software
6. Initiative and ability to prioritise and meet tight deadlines and escalate as required.
7. Demonstrated ability to adapt and work in a changing environment
8. Ability to work both independently and within a multi-disciplinary health care team

#### Desirable

9. Previous health care administration experience

### 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.*