

# Position Description

Position Title	Administration Support, Geri-Connect
Position Number	30027208
Division	Community and Public Health Services
Department	Geriatric Rehab and Pall Care Medicine
Enterprise Agreement	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 -2026
Classification Description	Administrative Grade 2
Classification Code	HS2 – HS21
Reports to	Geri- Connect Coordinator
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 5,000 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 Community and Public Health Services 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 Geriatric Rehab and Pall Care Medicine Department

The Geri-Connect team provides specialist Geriatric Medicine services to Residential Aged Care Facilities and regional health services in the Loddon Mallee Region. This service is delivered through the use of tele-health & in-person consultation.

The Geri-Connect team is responsible for the management of Geri-Connect tele-health clinics, General Geriatric Medicine clinics, Regional Geriatric clinics & Post Admission Clinics

## 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 Administration Officer will contribute to the efficient running of the workplace, by providing administrative support that is responsive and sensitive to the needs of the team, regional health services and Bendigo Health. The Administrative Officer is an integral part of the team and will add to the overall effectiveness of the workplace by the efficient performance of the duties as outlined in the Key Responsibilities. The major focus of this role will be to provide administrative support to the Geri-Connect Co-ordinator.

## Responsibilities and Accountabilities

### Key Responsibilities

#### Key Responsibilities

- Process and distribute referrals + patient files
- Coordinate, schedule and book outpatient clinic appointments
- Process and distribute appointment reminders and clinical letters
- Ensure clinics are operating efficiently
- Assist with process error reports
- MBS billing data entry
- Monitoring referral dates and referral closures
- Prepare meeting agendas and act as minute taker as required, ensuring minutes, agendas and other papers and materials are distributed as necessary
- Assist with the development of efficient and effective office management processes

#### 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 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.

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## Key Selection Criteria

### Essential

1. Relevant qualification in office administration or previous experience in an administrative role
2. Demonstrated high level word processing/computer skills and sound knowledge of a range of Microsoft applications including Word, Excel, Outlook and PowerPoint
3. Excellent interpersonal and communication skills and the ability to communicate positively with all levels of staff within the organisation and the general public
4. Attention to detail, demonstrated efficiency and excellent organisational skills
5. Strong problem-solving skills and the ability to think laterally, including the ability to maintain and contribute improvements to workflow processes
6. Ability to prioritise and meet deadlines and schedules as required
7. Strong work ethic, demonstrated initiative and a willingness to seek additional tasks when time permits
8. Ability to work effectively as part of a team as well as independently

### Desirable

9. Previous experience in a Healthcare environment and basic to intermediate knowledge of medical terminology are desirable
10. Regional Community Platform (RCP) experience
11. Previous Experience working in a clinic setting

## 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.*