

Position Description

Position Title	Administration Support
Position Number	30006947
Division	Community & Continuing Care
Department	Community Dental Services
Enterprise Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification Description	Administration, Grade 1
Classification Code	HS1 - HS17
Reports to	Manager, Community Dental Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• 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 position provides support by coordinating and undertaking administration duties and responding to reception needs of the CDS in accordance with Bendigo Health Policy and Procedure guidelines.

The incumbent is required to provide high quality efficient and effective administration support for the dental health service, with a strong orientation to customer service and actively contribute to quality improvement activities relevant to CDS.

CDS has a commitment to assuring safety and quality in the services it provides. In keeping with this commitment all services will be provided by an oral health team working together with shared accountability for improving health outcomes for the people attending for care. The potential for good oral health outcomes requires a foundation of regular self-maintenance which the oral health team have a responsibility to educate, support and develop.

Responsibilities and Accountabilities

The Administration Support role, under the direction of the Administration Team Leader, is responsible for assisting with all facets of patient management and contributing to the smooth and efficient operation of the service.

This position involves a range of administrative and organisational tasks, including scheduling and confirming patient appointments, managing patient records, and handling correspondence and phone and email inquiries.

Administration Support staff also play a key role in maintaining accurate patient databases, ordering supplies, and ensuring compliance with confidentiality regulations. They act as the first point of contact for all CDS patients, providing a friendly and professional impression that helps to create a positive experience.

Overall, this role support both the clinical team and the patients, contributing to the effective delivery of high-quality, patient centred care.

Key Responsibilities

Undertake the following administrative and clerical duties;

- Arrange and schedule patient appointments with the ability to support a patient centred care approach.
- Provide high quality reception and telephone response to all who contact the service, answer, screen, refer and escalate enquiries if required.
- Assist with collection of co-payments, reconcile daily takings and rectify any anomalies.
- Ensure all data relating to patient details and treatment are entered correctly and accurately in a timely manner into the appropriate software program, generating required data.
- Undertake the duties relating to the management of and the batch processing involved in Medicare funding including the ability to complete reconciliation reports ensuring that all procedural requirements are met.
- Organise and maintain the process of stock control, ordering, invoicing and other accounting related functions specific to the service.
- Assist in developing electronic tracking systems for specific patient services related to Dental Service such as but not limited to organising theatre lists, specialist referrals, specialist clinics, Outreach clinics.
- Provide administrative support to the Management Group within the Department including demonstrated ability to prepare reports and analyse data.
- Provide training and mentoring with new and inexperienced staff as requested.
- Be actively involved in the development of department quality improvement projects.
- Maintain and develop effective communication with all departments within BH as well as with the community to facilitate the provision of Dental Services.

- Identify issues and concerns raised by the public, and facilitate improvement or resolution of these which will lead to enhanced customer satisfaction and improved quality of care.
- Coordinate mail, the booking and set up of meeting rooms, minute taking, data entry, creation of reports and other duties as required.

Key Selection Criteria

Essential

1. Qualification in office administration or equivalent and/or previous experience working in an administration/reception/clerical role.

Desirable

2. Demonstrated high level computer skills including advanced working knowledge of Microsoft Office applications, use of databases including extensive experience with arranging and scheduling appointments or bookings in a high-volume environment.
3. A proven ability to manage multiple tasks and work to set timeframes / deadlines in a fast-paced environment.
4. Excellent interpersonal skills which will facilitate effective communication with all levels of the organisation as well patients and external referring agencies.
5. Demonstrated ability to work as part of a team as well as independently and actively provide input into team processes.
6. A high level of self-confidence and a willingness and ability to learn new tasks and processes.
7. Demonstrated ability to provide excellent customer service to both internal and external customers in a busy and fast paced environment.
8. Ability to introduce new concepts through innovation, influencing, negotiation and persuasion skills.

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.