

Position Description

Position Title	Coordinator Resource Centre - Olinda Street
Position Number	30100858
Division	Clinical Operations
Department	MH Professional Development Unit
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2024-2028
Classification Description	Administrative G2 Y1
Classification Code	YC89
Reports to	Manager Mental Health Professional Development Unit
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Working with Children Check • Drivers Licence • 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](#) As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us. We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The position coordinates daily operations at the Olinda Street Resource Centre, providing high-quality administrative and reception support to the Women's Mental Health, Families where a Parent has a Mental Illness (FaPMI), and Perinatal Emotional Health Program (PEHP) teams, as well as other regular centre users. Additionally, the role oversees the management and maintenance of library resources.

Responsibilities and Accountabilities

Key Responsibilities

- Deliver administrative support to the Women's Mental Health and FaPMI workers, PEHP clinicians and group convenors.
- Manage all library resources and circulation workflows, including resource updates, membership administration, and loan processing.
- Assist staff, groups, consumers, and carers in locating and utilising suitable library resources.
- Provide high-quality telephone and reception services, including answering, screening, and escalating visitor and client enquiries.
- Monitor and order stores and office supplies to ensure adequate items are available for the workers and groups utilising the facility.
- Manage room booking requests for internal and external clients while ensuring appropriate room setups.
- Lead centre and library health promotion programs, support external agency initiatives, and manage monthly MHPDU newsletter library content.
- Perform additional administrative and operational duties as required to support team efficiency and uphold service standards.

Key Selection Criteria

Essential

1. Office Administration and Reception: Proven capability in high-level office administration, front-desk reception management, and the execution of efficient operational procedures.
2. Consumer-Centred Customer Service and Compassionate Communication: Outstanding customer service and communication skills, with a proven ability to project a professional, reassuring, and empathetic image to patients, families, and carers
3. Interpersonal Skills and Stakeholder Relationship Building: High-level verbal and written communication skills, with a track record of building rapport and strong professional networks across multidisciplinary teams.
4. Digital Literacy and Systems Adaptability: Advanced proficiency in the Microsoft Office suite, complemented by a proven aptitude for quickly mastering proprietary software and new digital systems.
5. Independent Initiative and Team Collaboration: Demonstrated ability to work autonomously with high initiative while contributing seamlessly to a cohesive, collaborative team environment.

6. Adaptability, Resilience and Change Management: Demonstrated capacity to navigate evolving priorities, champion continuous improvement, and maintain high performance during periods of change.

Desirable

7. Industry-Specific Experience (Mental Health and Library Settings): Demonstrated capability to quickly adapt to specialized environments, leveraging extensive administrative experience to seamlessly support mental health professionals and library services.
8. Professional Qualifications & Continuous Learning: Extensive on-the-job administrative experience equivalent to a Certificate III in Business Administration, demonstrating mastery of corporate governance and office efficiency.

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.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- 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