

Position Description

Position Title	Administration Support
Position Number	30101457
Division	Clinical Operations
Department	Acute Ambulatory and Critical Care
Enterprise Agreement	VPHS (Health And Allied Services, Managers And Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Classification Description	Administrative Grade 1A – 2
Classification Code	HS1A – HS21
Reports to	Nurse Unit Manager Renal Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

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.

The Clinical Operations Division

The Clinical Operations Division encompasses acute and mental health services. We provide a wide range of general medical, surgical and speciality services including; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics and Mental Health Services.

Within a state-of-the-art hospital, the team provides high-quality services using the latest technologies. Our eleven operating theatres (including two endoscopy rooms), critical care, emergency and women's wards all have access to critical services lifts that link to the helipad allowing rapid transfer of patients both in and out of the health service.

The Mental Health Service provides psychiatric care and treatment across a large catchment area in Victoria stretching from Swan Hill in the north of the state to Gisborne in the south. Family sensitive practice is central to our models of mental health care and best practice ensures the identification, inclusion and support of families, carers and children.

The Renal Team

The team is part of Bendigo Health's Acute Ambulatory and Critical Care Department.

The Bendigo Health Renal Team offers comprehensive and multidisciplinary assessment, care and management of kidney disease and kidney failure and is the key renal hub referral centre for the Loddon Mallee region. One of our overarching ambitions is to work collaboratively with the multidisciplinary team, other specialties and Primary Care to provide first class evidence based services for individuals with chronic and end stage kidney disease in consultation with them and with a view to promote informed choice, optimum health and quality of life.

The Renal Team welcomes referrals to Renal Specialist Clinics, offering chronic kidney disease care collaboration and advanced kidney disease management, including education and counselling, preparation and post-care for kidney transplantation, training and support for dialysis at home, dialysis in community settings close to home and supportive care.

A suite of nephrology services, including specialist clinics and well-equipped inpatient dialysis services are provided in the Bendigo Hospital in Mercy Street and the Renal Community Centre in Lucan St. Kidney transplantation remains the gold standard and treatment of choice for individuals with end stage kidney failure who are medically suitable for this treatment option.

The Community Dialysis Unit (CDU) is a day admission service that provides holistic care and support to people with end stage kidney failure who are dialysis dependent and who require an environment of supervision and care in a community based health facility. It is located on Level 4, Renal Community Centre, Lucan Street. The Acute Dialysis Unit (ADU) located in Ward 4A provides inpatient dialysis services for people

with acute kidney injury and for those with end stage kidney disease who require hospital admission or increased medical supervision, generally for a limited period of time.

The Home Dialysis Unit (HDU) is designed to offer services that promote self-determination, independence, flexibility and quality of life with kidney failure treatment and health promotion strategies targeted primarily in the home environment. The program is multifaceted and multidisciplinary in recognition that successful self-care for an individual in the home relies on holistic care and consumer and carer participation, engagement, confidence and satisfaction. HDU offers education, training and support for both peritoneal and home haemodialysis programs.

The Position

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The Administration Support Officer role provides important administrative, data management, communication and quality improvement to the Renal Service, including data collection, data entry, scheduling, reporting, auditing and process improvement. The position supports the broad administrative and financial needs of the Haemodialysis Units, Home Dialysis Unit (HDU) and contributes to the administration, delivery and quality improvement of the renal service specialist clinics, both public and MBS.

Our Renal Service staff are committed to work as a team, providing encouragement and support to each other and to the wider multidisciplinary team. We are open to receiving feedback, recognising and acknowledging each other's strengths and take pride in our diversity. We support each other's professional development, celebrate our achievements and are focused on bringing out the best in our people.

Responsibilities and Accountabilities

Key Responsibilities

1. Revenue and expenditure:
 - E-reporting of
 - Renal activity linked to coding and funding in IPM, including VINAH reporting
 - Dialysis and clinic activities linked to NWAU funding
 - In consultation with NUM and Coding Team, refine and improve processes to ensure all revenue generating activities are accurately captured by dialysis staff for reporting
 - Administer the generation of twice-yearly patient payments to home dialysis patients in line with DHHS funding requirements
2. Data management:
 - Maintain data for patients requiring dialysis therapies
 - In consultation with NUM and HIS team, establish and implement approved processes to improve quality of data reporting

- Develop/expand IPM inputs for renal service, e.g. letter and form templates
- Work with nursing team to optimise integration of renal data in electronic patient record

3. Monthly reports:

- Generate activity and quality reports for dialysis services and clinics
- Provide reports to NUM for business meetings and monthly reporting
- Interrogate data and prepare statistical reports as required for dialysis services and clinics

4. Renal Clinic Operations:

- Work with renal Nurse Practitioner, Data Support Officer, Clinic Nurses, Medical team and NUM to establish and maintain smooth operations, high quality service delivery, legislative compliance, accurate reporting and stakeholder satisfaction in renal public and private specialist clinics
- Process internal and external referrals in compliance with Bendigo Health's policies and procedures
- Liaise with Specialist Outpatient Clinic Managers as required to ensure that renal clinic management and performance continue to meet the requirements of DHHS Vic framework and guidelines
- Draft and maintain processes, guidelines and performance measures for clinic that promote clarity for stakeholders and pursue quality improvement

5. Succession/sustainability

- Maintain renal handbook with documented profiles of renal service Ward Clerk, Admin Officer and Data Support Office roles to ensure business continuity can be maintained in work absences
- Assist with orientation of new or relief admin team staff as required

6. Communication and Teamwork

- Develop and distribute approved patient newsletter each quarter
- In consultation with NUM, conduct patient and staff surveys and provide survey reports with a view to drive quality improvement
- Administer renal service meeting agendas and minutes as required
- Initiate and conduct admin meetings as required to promote positive teamwork and admin team efficiencies
- Assist with the department's reception / telephone enquiries

This position description is not exhaustive and the incumbent may be requested to perform any reasonable task within the scope of the position as requested by the Nurse Manager.

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

1. Experience in clerical work with a high level of computer literacy, telephone, reception and office administration skills
2. Proficiency in data management and in use of Microsoft Word, Excel, Power Point, software and/or presentation software packages
3. Excellent customer service skills, including face to face, written and telephone interactions
4. Demonstrated experience with quality improvement methods
5. Excellent interpersonal skills which will facilitate effective communication within all levels of the organisation
6. Ability to work positively and effectively as part of a team, as well as to work independently
7. Ability to operate in a busy and dynamic environment, prioritise multiple tasks and adhere to agreed timelines

Desirable

8. Understanding of Medical Terminology an advantage.
9. Experience in collecting medical data from patient records and electronic databases

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

Registration with Professional Regulatory Body or relevant Professional Association For example, AHPRA, AHRI, RACS etc. 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.

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.