

Position Description

Position Title	Administration Officer
Position Number	30100605
Division	Community and Continuing Care
Department	Referral Centre
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 1
Classification Code	HS1 – HS17
Reports to	Referral Centre Coordinator
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none">• 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

The Bendigo Health Referral Centre provides a single point of entry for referrers and clients for referrals to Bendigo Health's Allied Health and Continuing Care Services. The Referral Centre was established to provide a single point for referrers and to ensure consistent intake practices and processes.

The team provides consultancy and advice to health professionals regarding mandatory service criteria and regional boundaries. The centre is the initial point of triage for these services to filter duplicate and ineligible referrals, to acknowledge receipt of referral to referrers.

Responsibilities and Accountabilities

Following clinical triage by Referral Centre Clinicians, Administration Officers are responsible for the accurate electronic registration of referrals. This process involves accessing and verifying information across multiple databases, updating existing client records, or creating new client profiles as required. Once completed, referrals are forwarded to the most appropriate service for further action. An acknowledgment letter is then automatically generated and emailed to the referring party.

In addition to referral processing, Administration Officers handle a range of phone enquiries, including providing information about our services, taking self referrals over the phone, confirming receipt and registration of referrals and liaising with other departments across Bendigo Health to support coordinated care and information flow.

Key Responsibilities

- Receive referrals from clients, GP's, internal and external referrers- via hard copy, fax and email.
- Registers referrals onto Referral centre database. Screens referrals for essential data and searches other databases for Bendigo Health patient history.
- Obtains an existing UR number or creates a new one if the client is new to Bendigo Health.
- Ensures prompt processing of referrals and generates an acknowledgement letter to referrers
- Responds to inquiries from referrers and liaises with customer units in a prompt and efficient manner.
- Contributes to client focused service delivery and understands and supports the single point of entry service model.
- Participates in staff development and training opportunities as required. Attends and contributes to staff meetings
- Maintains accurate records, statistics and reports as required.
- Other duties as determined by the Office Coordinator.
- Contributes to the ongoing development and documentation of Referral centre procedures that support appropriate client access to Bendigo Health services

Key Selection Criteria

Essential

1. High level skills and experience in general office administration
2. High level computer skills including word processing, data entry, email and other Microsoft applications
3. Ability to interact and communicate with a diverse range of people at all levels
4. Deliver excellent customer service to both internal and external customers
5. Ability to work as part of the team, as well as working independently
6. Demonstrated ability to manage time and prioritise competing demands
7. Flexibility to operate in an environment of change and continuous improvement

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.