

POSITION DESCRIPTION

Position Title:	Administration Officer (BMCHC)
Business Unit/Department:	Community Adult Health Programs
Division:	Integrated Community Health Services
Award/Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administration Workers) Single Interest Enterprise Agreement
Classification:	HS1 Grade 1
Reports To:	Manager Community Adult Health Programs
Direct Reports:	No
Date Prepared/Updated:	25 August 2026

Position Purpose

The Administration Officer (BMCHC) supports the Integrated Community Health Services team in providing clerical, administrative and reception duties at Bacchus Marsh Community Health Services (BMCHC). The role is the first point of contact for clients attending the BMCHC location for appointments. The will also support data collection, invoicing and billing for appointments and equipment hire and support as required the completion of review CHSP service agreements.

The role ensures that patient information is current and captured accurately within the patient management systems in a timely and confidential manner.

Business Unit Overview

The Operations Directorate is one of the largest and most complex directorates within Western Health providing Western Health's patient care and contacts. These services range from outpatients to inpatients, theatres to Intensive Care, birthing rooms and Emergency Departments and many more services.

Integrated Community Health Service Directorate

The Integrated Community Health Services Directorate at Western Health focuses on delivering high quality evidence based care to those residing in the City of Melton and Moorabool Shire across a variety of clinical settings. Services are provided across acute (medical surgical and maternity unit), outpatient services (Paediatric and Adult), outpatient rehabilitation, community health settings (Paediatric and Adult), residential care services, health promotion, community partnerships and support services across Bacchus Marsh, Melton and Caroline Springs campuses.

The Integrated Community Health Services Directorate has a strong focus on multidisciplinary care with services being provided in both an individual format and group based interventions. Staff model the Western Health values of CARES (Compassion, Accountability, Respect, Excellence and Safety). Within community services there are multiple different funding programs to support a patient's and client's journey and build their independence in the community.

Our Vision

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Services within this directorate include: • Adult Allied Health • Paediatric Allied Health • Community Health Nursing • Community Nursing • Perpetrator Men's Family Violence • Aboriginal Programs • NDIS (National Disability Insurance Scheme) Therapeutic Supports • Dental Services
Key Responsibilities • Be a first point of contact for clients attending BMCHC including assisting queries from clients (face to face and phone calls) by providing a welcoming and inclusive environment for clients and staff. • Support taking payments, invoicing and receipting for clients attending / being supported by ICHS programs • Supporting invoicing and receipting for clients utilising hire and loan equipment offered by ICHS • Supporting admin requests such as laminating, photocopying and binding as required for the ICHS teams • Support the area wardens (Digital Technology Services) as requested • Arrive and depart clients attending services at BMCHC within the ICHS programs • Support error correction and referral closures for services within ICHS and support Managers to ensure correct data is being submitted • Support the rescheduling of appointments for clients calling as well as planned leave for ICHS staff at BMCHC • Booking interpreters as required using all pathways available • Collect, sort and deliver mail to the appropriate locations • Support training of new and existing staff as required • Supporting general ordering for BMCHC and Caroline Springs Community Health (CSCCHC) as required • Supporting client management by gap filling as required • Complete reminder text messages for ICHS appointments daily • Maintain relationships with key members of the ICHS directorate • Undertake all duties in line with Western Health policies and procedures • Complete other duties as directed by the Manager Community Adult Health as required • Be aware of and participate in quality and risk management programs. • Participate in staff development activities and training to support the role. • Utilise appropriate communication channels as per organisational structure. • Maintain and protect patient privacy and confidentiality at all times. • Act in accordance with standards, guidelines and mandatory trainings. • Have a clear understanding of the patients/ consumer rights and responsibilities. In addition to the key responsibilities specific to your role, you are required to deliver on the Key Organisational Accountabilities which are aligned with the Western Health strategic aims.
Key Working Relationships Internal: • Manager Community Adult Health Services • ICHS Managers • Administration Teams: Access and Support and Clerical Services • ICHS Staff • Finance Team External:

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- Clients, Carers, and Support Workers
- General Practitioners, My Aged Care and other referral sources

Selection Criteria

Essential

- Ability to work independently as well as collaboratively as part of a multidisciplinary team
- Experience working in health care settings (ideally primary care)
- Experience working in a client facing environment
- Well developed communication skills (verbal and written)

Desirable

- Knowledge around community health programs
- Knowledge within iPM and EMR (Cerner) products

Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an NDIS Worker Clearance prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- 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 Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, Part 5A of the Family Violence Protection Act 2008 and Part 6A of the Child Wellbeing and Safety Act 2005.
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity

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- Western Health provides support to all personnel experiencing family and domestic violence
- 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. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: [Click here to enter the Employee's name.](#)

Employee's Signature: _____ Date: _____

[Click here to enter a date.](#)

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