

Reception and Administration Assistant – Bayside Health

Date revised:	August 2026
Position:	Reception and Administration Assistant
Award / Agreement:	Health and Allied Services, Managers and Administrative Workers (VPS) (Single Interest Employers) Enterprise Agreement
Classification Title	HS1
Department / Unit:	Korumburra Hospital & Leongatha Memorial Hospital
Accountable to:	Executive Director Digital Health
Number of direct reports:	N/A

About Bayside Health

Bayside Health is a public health service delivering high-quality care across every stage of life for close to 1.2 million people living in metropolitan Melbourne, the Mornington Peninsula, Koo Wee Rup, Bass Coast and Southern Gippsland.

We have more than 15 main sites, including hospitals, centres and clinics that provide comprehensive care from welcoming newborns to supporting older people and a full range of services in between.

More than 22,000 dedicated staff are focussed on providing exceptional, equitable, and locally connected care through shared expertise, compassion, and a commitment to continuous growth. Education and training are central to staff development as we encourage all employees to strive and thrive.

Bayside Health was formed following the merger of Alfred Health, Bass Coast Health, Gippsland Southern Health Service, Kooweerup Regional Health Service and Peninsula Health on 1 January 2026.

Care Groups

Bayside Health is organised into three care groups:

1. **Alfred Care Group** operates The Alfred, Caulfield Hospital, Sandringham Hospital and Melbourne Sexual Health Centre. Australia's busiest Emergency and Trauma Centre and largest Intensive Care Unit is located at The Alfred. From here we provide nineteen statewide services to support the Victorian community. It is also the largest site for clinical trials in Australia.
2. **Peninsula Care Group** operates Frankston Hospital, the new Peninsula University Hospital and Rosebud Hospital among other sites and facilities. The new hospital will transform local care with dedicated wards and services. The group also operates MePACS, a personal alarm service, which cares for around 50,000 elderly and vulnerable people across Australia.

3. **Bayside Regional Care Group** operates sites at Kooweerup, Korumburra, Leongatha, Phillip Island and Wonthaggi and specialises in rural and regional care.

Our Code of Conduct

Our staff are expected to demonstrate and uphold the behaviours set out in Bayside Health's Code of Conduct.

Division

This position sits within the Digital Health division of the Regional Care Group. Digital Health is responsible for clinical applications such as electronic medical records, technology, data, artificial intelligence and cybersecurity to support safe, high-quality and integrated care.

Position Summary

The Reception & Administration Officer provides welcoming and efficient customer service and administrative support across the health service, assisting consumers with enquiries, directing visitors, managing phones, and ensuring respectful, sensitive communication always. The role oversees mail processes, banking, filing, office supplies, and onboarding support for new employees, while maintaining positive working relationships and participating in continuous improvement activities. It includes accurate data entry and appointment management within clinical information systems, maintaining confidentiality and supporting medical record administration. The position also coordinates medical imaging bookings by liaising with technicians and external organisations, confirming preparation requirements, verifying consumer details, processing payments, and submitting Medicare and DVA claims. In addition, the role supports visiting specialists by triaging referrals, managing bookings in various specialist systems, preparing daily consulting paperwork, processing and reconciling payments, coordinating room bookings, and providing monthly activity reports.

Strong communication, attention to detail, and a solutions-focused approach are essential to ensuring smooth operations and positive consumer experiences.

Key duties and responsibilities

Reception & Customer Service

- Provide friendly, professional reception services and assist consumers with enquiries and directions.
- Manage incoming calls, emails, and face-to-face enquiries, ensuring timely, solutions-focused support.
- Communicate respectfully and sensitively with all consumers, using the AIDET framework.
- Maintain positive relationships with staff and contribute to continuous improvement activities.

General Administration

- Process incoming/outgoing mail and complete mail runs.
- Complete daily banking and maintain accurate filing systems.
- Monitor and manage office supplies.
- Support orientation of new employees and attend meetings as required.
- Use hospital paging and public address systems accurately.
- Perform other administrative duties as directed.

ICT & Appointment Administration

- Accurately enter and maintain consumer data in systems such as IPM, Uniti and Visage.
- Allocate appointments in consultation with consumers and departments.
- Notify consumers who fail to attend appointments.
- Process new, cancelled and changed appointments.
- Verify and update consumer details regularly.

Health Information

- Ensure confidentiality and secure handling of health information.
- Track and forward medical files to the appropriate departments (relevant to Korumburra only).

Medical Imaging Administration

- Book imaging appointments based on referrals and liaise with technicians and clinicians.
- Provide consumers with preparation information and verify eligibility through Medicare/DVA checks.
- Ensure accurate consumer details, correct procedure bookings and coordination of required pathology.
- Process payments, reconcile i-Med transactions, and submit Medicare/DVA claims.
- Apply accurate billing, item numbers and price lists, including WorkCover and private health.
- Liaise with external organisations such as Medicare, DVA and i-Med.

Specialist Support

- Triaging and booking specialist appointments according to referral and specialist requirements.
- Liaise with specialist rooms and manage consultation lists.
- Prepare paperwork, greet consumers and verify details and eligibility.
- Raise invoices, process payments and reconcile accounts, including Medicare/DVA submissions.
- Arrange follow-up bookings and manage specialist room schedules.
- Provide monthly visit summaries for accounts payable.

Quality, safety, risk and improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and guidelines.
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Escalate safety, quality & risk concerns to the appropriate staff member if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient-Centred Care.
- Comply with Bayside Health's mandatory continuing professional development requirements.
- Comply with National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- Maintain responsibility for supporting enterprise security.

Other requirements for all Bayside Health staff

- Ensure compliance with relevant Bayside Health clinical and administrative policies and guidelines.
- Comply with relevant privacy legislation.
- 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 Bayside Health.
- Comply with Bayside Health's medication management and medication safety policies and guidelines.
- Comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.
- Research activities will be undertaken commensurate with the role.
- In accordance with Directions made by the Secretary, Department of Health, all Bayside Health employees working in Category A or B roles (as determined by the department's risk ratings) must be vaccinated against Influenza with a TGA approved vaccine

QUALIFICATIONS/EXPERIENCE REQUIRED

Essential

- Strong ability to deliver positive, empathetic customer service.
- Confident using Microsoft Office and multiple databases/systems.
- Supportive and collaborative team player.
- Ability to follow established office procedures.
- Commitment to maintaining confidentiality at all times.
- Understanding of clinical administration to support accurate medical imaging scheduling.
- Capable of managing a high volume of phone calls.
- Current driver's licence.

Desirable

- Experience with iPM or similar patient management systems.
- Certificate II in Business Administration or equivalent experience.
- Skilled and efficient switchboard operator.

Commitment to child safety

Bayside Health has zero tolerance for child abuse and is committed to acting in the best interest of children in our care. We promote cultural safety and participation of Aboriginal children, children of cultural and linguistic diversity and those with disabilities to keep them safe at all times.

Position Description authorised by: Executive Director Digital Health

Date: 11/08/2026