

POSITION DESCRIPTION – Bayside Health

Date revised:	3/09/2026
Position:	<Reception/Administration Coordinator>
Award / Agreement:	<Victorian Public Healthcare Sector (Health and Allied Services, Managers and Administrative Workers) Enterprise Agreement 2025-2027>
Classification Title	<HS2>
Department / Unit:	<The Alfred Foundation>
Care Group:	<Alfred Care Group>
Accountable to:	<Administration Manager, The Alfred Foundation>
Number of direct reports	<0>

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. The Alfred is one of the state's largest emergency departments and is home to Australia's busiest trauma centre. 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.

About The Alfred Foundation

The Alfred hospital is a Melbourne icon. For more than 150 years it has been providing leading health care services to the people of Victoria and beyond. The Alfred Foundation (TAF) is the development centre for philanthropy at The Alfred. Our purpose is to create and nurture philanthropic partnerships between the community and The Alfred, generating funds which will lead to better health care. We aim to build philanthropic partnerships, which are tailored to the specific, personal, corporate or marketing needs of donors

Our Code of Conduct

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

Division

Alfred Care Group Chief Executive

Position Summary

The Reception/Administration Coordinator is a pivotal role with responsibility for organisational administrative functions and is the public facing role of The Alfred Foundation.

Specifically, the role runs reception and oversees the administrative functions for The Alfred Foundation. The role is also responsible for providing support for fundraising and communications functions including event support, corresponding with donors and liaising with suppliers.

Key duties and responsibilities

- Oversee the administrative running of the Foundation office including – stationery ordering, mail, maintenance of office equipment, filing system, preparation of invoices etc
- Assist with and attend to donor/public enquiries when they present in person at the Reception area, via telephone or email including taking donations
- Manage The Alfred Foundation email inbox
- Screen, refer and handle telephone calls both internal and external
- Manage ITS requests as required
- Update the Foundation database, held on Salesforce
- Undertake the day-to-day management of merchandise promotions and sales
- Reconcile corporate credit card statement
- Support the Foundation Senior Leadership Team with administration tasks and events as required
- Provide assistance with the implementation of events, campaigns and appeals as required
- Coordinate the distribution of donated items
- Coordinate onboarding requirements for new staff

Key capabilities

- Exceptional interpersonal and customer service skills
- Demonstrated professional and mature disposition with absolute commitment to discretion and maintaining confidentiality
- Extensive experience with software packages such as Microsoft 365 including Word, PowerPoint, Outlook and Excel and a high degree of comfort with technology generally

- Capability to carry out multiple tasks at once with an ability to remain calm under pressure
- Collaborative work approach whilst also being able to demonstrate initiative and work independently when required
- Strong diplomacy skills

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
- If required to handle donor credit card details will abide with policies in compliance with the Payment Card Industry Data Security Standards (PCIDSS) adhered to by The Alfred Foundation

QUALIFICATIONS/EXPERIENCE REQUIRED

Essential

- Previous administrative/customer service experience
- High level of proficiency in Microsoft 365 including Word, PowerPoint, Outlook and Excel
- Exceptional interpersonal skills

Desirable

- Experience with CRM databases, particularly Salesforce
- Ability to carry out multiple tasks at once and remain calm under pressure

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: The Director, The Alfred Foundation

Date: 4/09/2026