

## POSITION DESCRIPTION

<b>Position Title:</b>	Administration Assistant - Support Services
<b>Award Classification:</b>	HS2 - Admin Officer Gr 02
<b>Award / Agreement Name:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
<b>Reports to:</b>	Director Support Services

### EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs.



## 1. POSITION PURPOSE

To provide administrative, secretarial and support services to Director Support Services and Senior Support Services Managers.

## 2. MAJOR DUTIES AND/OR RESPONSIBILITIES PERFORMANCE OBJECTIVES

*Provide high level day to day support to the Directorate:*

- Proactively manage aspects of diary and email administration and correspondence
- Assist with scheduling meetings and presentations including preparation of agendas, minutes and supporting documents and papers for Support Services meetings
- Process invoices, orders, CAPEX requests and follow up on supplier issues and outstanding invoices
- Assist the Directorate with rosters, including management of sick leave certificates;
- Assist with recruitment activities including reference checks
- Assist with outstanding VHIMS and iLearn training
- Initiate and implement projects as required to continually improve and develop new efficient systems and processes;
- Provide general support and assistance for organisation accreditation preparation, and site visits from external parties
- Demonstrate an ability to manage competing demands and ensure all commitments and timeframes are achieved;
- Demonstrate initiative in anticipating the requirements and provide support in meeting those requirements;
- General support and assistance to the Director and members of the Support Services Leadership Team;
- Participate in personal/professional development on an annual basis;
- Maintain strict confidentiality at all times;
- Demonstrate flexibility with regard to hours of work and site location
- Other duties as required

## COMMUNICATION

*To communicate effectively with all reporting lines, externally to key stakeholders and internally throughout the Health Service.*

- High level of accuracy and tact with written and oral communication;
- Willingness to seek clarification and question instructions when understanding is incomplete;
- Foster and develop positive relationships with external stakeholders;
- Work cooperatively with staff across Eastern Health to ensure exemplary communication of issues, in a timely manner;
- Support accreditation related communication, timetabling and meeting invitations.
- Managing emails/correspondence, drafting acknowledgement or responses to email and letters.

## CUSTOMER SERVICE

*To ensure a consistently high level of customer service in all internal and external relations.*

- Respond professionally and in a timely manner to general enquiries via the most appropriate medium;

- Demonstrate an ability to take ownership for resolving problems in a timely manner;
- Demonstrate respect and professionalism with all people.

## **OFFICE MANAGEMENT**

*To ensure the smooth running of the Support Services Directorate*

- Manage the office including the correspondence system, ensuring timely response and follow-up;

## **3. SAFE PRACTICE AND ENVIRONMENT**

### **Occupational Health and Safety**

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

## **4. TRAINING AND DEVELOPMENT**

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem-solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

## **5. QUALITY**

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high-quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

## **6. CONFIDENTIALITY**

Any information obtained in the course of employment is confidential and should not be used

for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

## 7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

## 8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of ongoing self and allocated work unit's service development.

## 9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**.

Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

## 10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

## 11. NOTE

*Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.*

*Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.*

*Vaccination against infectious disease is a mandatory requirement of this role. An offer of*

*employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.*

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Manager

INCUMBENT STATEMENT

*I \_\_\_\_\_ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.*

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## ATTACHMENT 1

### KEY SELECTION CRITERIA

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### Essential Experience and Skills

- Extensive experience in the provision of high level administrative, and administration support to management, including the preparation of agendas, minutes and providing support to committees as required;
- Ability to display initiative and to work independently as required;
- Demonstrated commitment to customer focus;
- Highly developed planning and organisational skills with an ability to efficiently time manage self and to meet strict deadlines;
- Highly developed communication and interpersonal skills both written and verbal;
- Proficiency in the use Microsoft Office products;
- A demonstrated ability and commitment to work as part of a team;
- Commitment to teamwork and maintaining confidentiality in all matters;
- Flexibility to work across Eastern Health Sites
- An ability to manage, review, develop and maintain office systems and procedures

### Personal Attributes

- A proactive and flexible approach to all tasks;
- Approachable, honest, courteous and respectful;
- Demonstrates resilience and tolerance to stress.

### Desirable

- Previous administrative support role experience in a hospital or health service environment;
- Previous experience in administrative support for hospital related accreditations.
- Demonstrated proficiency in use of online meeting technology (eg: teleconference, videoconference and online meeting information).

### Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at [Aboriginal.Workforce@easternhealth.org.au](mailto:Aboriginal.Workforce@easternhealth.org.au)