

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Executive Assistant</b>
<b>Award Classification:</b>	<b>HS2</b>
<b>Award / Agreement Name:</b>	<b>Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025</b>
<b>Position Reports to:</b>	<b>Executive Director Medical and Clinical Governance Executive Director Finance and Procurement</b>

### EASTERN HEALTH – GREAT CARE, EVERYWHERE, EVERY TIME

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

The primary function of the Executive Assistant is to provide high-level administrative assistance to the Executive Director by providing effective, efficient and professional support, running a functional operation and identifying continual improvement. This may include any additional support that may be required, as determined by the Executive Director.

### MAJOR DUTIES AND/OR RESPONSIBILITIES –

#### PERFORMANCE OBJECTIVES

*Provide high level day to day executive support to the Executive Director*

- Proactively manage all aspects of diary and email administration, correspondence, preparation of materials for meetings, presentations, co-ordination of meetings and documentation;
- Coordination of all meetings, including preparation of agendas, minute taking and timely distribution of minutes and actions;
- Initiate and implement projects as required to continually improve and develop new efficient systems and processes within the Office of the Executive Director;
- Process invoices and follow up on supplier issues as required;
- Administration of Directorate Rosters;
- Demonstrate initiative in anticipating the requirements of the Executive and provide support in meeting those requirements;
- Demonstrate an ability to manage competing demands and ensure all commitments and timeframes are achieved;
- Organisation of domestic and international travel and accommodation as required;
- Demonstrate an ability and want to take ownership for resolving problems in a timely manner;
- General support and assistance to members of the Executive Leadership Team;
- Participation in personal/professional development on an annual basis;
- Maintain strict confidentiality at all times;
- Demonstrate flexibility with regard to hours of work and cover for periods of leave and periods of high demand;
- Other duties as required by the Executive.

#### TEAMWORK

*To work collaboratively with the Executive Assistants within the Executive Office, to facilitate alignment and foster a team environment*

- Work cooperatively with the other Executive Assistant team members to ensure support is provided during periods of leave/high demand;
- Demonstrate flexibility with regard to hours of work and cover for periods of leave, including sick leave, annual leave and ADO's;
- Promote the sharing of information and develop a strong network between the Executive Assistants.

## **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 to the Executive Director;.
- 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 Office of the Executive Director*

- Manage the office of the Executive Director, including the correspondence system, ensuring timely response and follow-up;
- All other duties as requested by the Executive Director.

## **2. 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 Compensations (WIRC) Act 2013.

### **3. 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.

### **4. 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 centered care.

### **5. 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.

### **6. 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.

### **7. 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 on-going self and allocated work unit's service development.

## 8. ATTACHMENTS

Attachment 1      Key Selection Criteria

## 9. 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: \_\_/\_\_/\_\_

Executive Director

### 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

- Demonstrated computer literacy including the suite of office programs;
- Ability to prove highly developed written and verbal communication skills with strong interpersonal and problem-solving capabilities;
- Ability to handle multiple tasks with competing priorities, while meeting set timeframes;
- Ability to build and maintain internal and external relationships;
- Shown effective communications and active listening skills;
- A demonstrated ability to effectively liaise, consult and build partnerships with key stakeholders;
- Highly developed interpersonal communication skills;
- Experience in the development and distribution of executive documents and professional presentations and advanced computer literacy skills;
- Excellent written and oral communication skills;
- The ability to maintain strict confidentiality;
- High level attention to detail in preparing materials, managing sensitive information and processing of tasks; and
- Commitment to quality and continuous improvement through support of strategies that drive best practice;

### Personal Attributes

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

### Desirable

- Previous senior administrative support role experience in a hospital or health service environment