

POSITION DESCRIPTION

Position Title:	Communications Officer
Award Classification:	Grade 2 – HS 2
Award / Agreement Name:	Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement 2021 - 2025
Position Reports to:	Director of Communications

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

As an integral member of the Eastern Health Communications Department, the primary focus of the Communications Officer is supporting internal stakeholders and delivering the short, medium and long term communication needs of the team and the organisation.

Applying both a tactical and strategic approach, the Communications Officer works directly with the Communications Advisor to support a range of key internal and external relationships, to ensure communication plans are established and delivered according to key objectives.

The Communications Officer is hands-on in the development and delivery of communication material and is supported by members of the Communications team. A strong level of technical expertise will ensure the Communication Officer can operate with autonomy or as part of the broader team.

While internal communications are a key aspect of this role, so too is delivering the small number of events, developing annual publications, and managing the internal communication policies.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

The main functions of the Communications Advisor are:

- Support the development and delivery of internal communication plans that enhance engagement from internal stakeholders through a range of platforms;
- Manage end-to-end production and delivery of regular eDM;
- Develop and deliver events on behalf of Eastern Health which include the Annual Meeting Breakfast, Nurse & Midwife Awards, National Reconciliation Week and other organisation-wide Awards;
- Manage several internal stakeholder relationships to ensure delivery of strategic communications outcomes;
- Support the Digital Communications team with major projects;
- Develop and deliver annual publications including the Eastern Health Annual Report;
- Manage relationships with major sponsors and supporters and ensure both their objectives and Eastern Health's objectives are achieved through the partnership activities;
- Attend Eastern Health sites to support the delivery of communication activity;
- Manage the organisation-wide policies that are relevant to the Communications Department.

Other tasks relevant to the communications team may also be allocated via the Director Communications and the Communications Advisor from time to time.

This role will involve some out-of-hours media and communications on-call work, primarily on a rostered basis, and may include overnight and on weekends.

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 centered 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 on-going 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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The success of the role requires expertise in the delivery of communication activity, in support of organisation and/or key stakeholder objectives.

Essential

- A relevant tertiary qualification (preferably communication/media/marketing).
- Demonstrated experience in development and delivery of eDM or similar digital communication platform.
- Demonstrated experience in management and/or delivery of events to an internal and external audience.
- Demonstrated experience using digital communication platforms particularly as it relates to internal communication.
- Proven experience developing high-quality strategic communication plans with measurable outcomes.
- High level interpersonal skills and the ability to liaise effectively and work collaboratively, particularly with internal stakeholders.

Preferred

- Excellent time management with a demonstrated ability to work on multiple projects, adapt to meet changing demands and meet deadlines.
- Able to travel between Eastern Health sites and support the delivery of communication deliverables.
- Victorian driver's licence.

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 is available on the Eastern health website. 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