



POSITION DESCRIPTION

Position Title:	Personal Assistant to the Director of Endocrinology
Award Classification:	Management and Administrative Worker Grade 2 (HS2)
Award / Agreement Name:	Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Position Reports to:	Director of Endocrinology

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. *'Being part of Eastern Health is being part of a welcoming team of healthcare experts'* is achieved through Eastern Health's strategic goal of HEALTHIER TOGETHER.

Our promise

Healthier together



POSITION PURPOSE

The Personal Assistant is responsible for ensuring coordination of administrative functions and contributing to the development and smooth running of the Endocrinology Department at Eastern Health. The Personal Assistant will be responsible for providing high level secretarial and administrative support to the Director of Endocrinology, as well as other members of the Department as directed.

MAJOR DUTIES AND/OR RESPONSIBILITIES

- Develop strongly supportive working relationships with the Clinical Director, senior medical staff, DIT's, nurses, booking staff, clinic staff, Medical Workforce Unit, Health Information Management and all other internal and external stakeholders of the Department
- Process approved leave forms in a timely matter.
- Ensure cover for all roster vacancies for medical staff.
- Liaise with JMS MWU to ensure cover for DIT's on leave
- Respond to patient enquiries/issues and respond to these with a high standard of customer service.
- Produce and post on-call rosters on intranet, ensuring Communication centre has up-to-date copies and are informed in a timely manner of any changes.
- Liaise with relevant senior medical staff and medical administration regarding changes to rosters and organisational/departmental staffing appointments.
- Assist Medical Workforce Unit by chasing up credentialling paperwork where required.
- Assist with the orientation of new staff and registrars where applicable.
- Manage and organise educational activities and events including, catering and room bookings and set-up.
- Collect, record and obtain authorisation of Continuing Medical Education (CME) expense forms.
- Assist Clinical Director with complaints/feedback follow-up by sourcing relevant paperwork.
- Ensure electronic databases are up to date regarding contact details.
- Assist where required to organise various meetings, education sessions. including room bookings, catering, preparation of agendas and distribution of relevant paperwork (electronically), as well as attend meetings and take minutes as required.
- Manage all incoming correspondence and telephone calls.
- Type all correspondence to a high standard.
- Order stock and supplies via (FMIS). the Financial Management Information System
- Liaise with medical supply company representatives as appropriate.
- Maintain Endocrinology and update information on the Eastern Health website and intranet pages.
- Complete any other administrative tasks or projects as directed by the Clinical Director.

SAFE PRACTICE AND ENVIRONMENT

Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. More information [here](#).

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, particularly 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.

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.

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.

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.

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.

Our commitment to Diversity, Equity & Inclusion

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and/or Torres Strait Islander peoples, people from the LGBTIQ+ community, people living with disability and those from a culturally and linguistically diverse background, are strongly encouraged to apply.

For more information, please [click here](#).

PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually based on 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.

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.

ATTACHMENTS

- Attachment 1 Key Selection Criteria

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.

Healthcare workers are strongly recommended to follow COVID vaccination recommendations provided in the [Australian Immunisation handbook \(based on ATAGI advice\)](#). Seasonal vaccination

against influenza is a mandatory requirement of this role and employment is conditional on this being up to date prior to 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 in an administrative support role, preferably in a hospital or health service environment
- Secretarial and organisational skills with effective time management skills and the ability to prioritise tasks
- Excellent interpersonal, communication and customer service skills and a demonstrated commitment to patient care
- Demonstrated initiative, flexibility, and have an eye for attention to detail
- Ability to maintain confidentiality at all times
- Demonstrated initiative and ability to work independently and as part of the team.
- Well-developed planning and organisational skills with an ability to efficiently manage time, work priorities and competing demands
- Demonstrated ability to be innovative, resourceful, and adaptive to change
- Highly developed written and verbal communication skills
- Ability to self-motivate, multi-task, prioritise and work under pressure
- Proficiency in the use of Microsoft applications including Office, Excel, and electronic meeting platforms & communication technologies (ie teleconferencing)

Key Capabilities:

- Flexible in approach, responsive and able to work within a continually changing environment
- Possess a positive attitude, with the ability to demonstrate the Eastern Health values
- Ability to maintain a professional demeanour
- An exceptional level of maturity, judgement, and discretion
- A strong understanding of Roster on program and the use of patient electronic records
- A strong understanding of various EH software i.e. Carps, Pulse

Desirable Criteria:

- Knowledge of medical terminology
- Experience in a busy, multi-tasking and multidisciplinary healthcare environment
- Understanding of a public healthcare industry

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. 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