

Eastern Health

POSITION DESCRIPTION

Position Title:	Personal Assistant to the Director of Nursing Residential Aged Care Services.
Award Classification:	HS2
Award / Agreement Name:	Administration Officers (10) Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) Enterprise Agreement 2021-2025
Position Reports to:	Director of Nursing - Residential Aged Care 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 high level administrative, secretarial support services to the Director of Nursing - Residential Aged Care at the Wantirna Health Site and contribute as required to the efficient operation of the Residential Aged Care Services.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

To provide high level secretarial and administrative support including (but not limited to):

- Maintain and manage calendars for the DoN/APD.
- Arrange appointments and meetings on behalf of DoN/APD for both in person and online meetings.
- Ensure appropriate rooms (physical or virtual) are booked for all meetings.
- Demonstrate initiative with regard to researching information relevant to the Residential Aged Care Service.
- Demonstrate initiative in anticipating the requirements of the DoN / APD and provide support in meeting those requirements; eg. arranging papers for attendance at committees and meetings.
- Prepare, collate and distribute agendas, minutes and meeting papers in timeframes required, act as Minute Secretary for meetings as required.
- Manage rostering system (RosterOn) for DoN / APDs and their direct reports regarding leave approvals and ensuring this is captured on Roster On and in DoN/APD calendars as appropriate.
- Prepare eMercury recruitment requests and variations for approval
- Organise and coordinate interviews including liaison with interview panel and provision of application documents and interview templates
- Ensure smooth operation of the contractual obligations of Eastern Health aligned with the DoN / APD including timely renewal of contracts.
- Liaise with Finance and lodge invoices in line with contractual arrangements as needed.
- Provide typing of correspondence and other documents, timely and accurate. .
- Strong attention to detail ensuring high level of accuracy with written documents.
- Demonstrate an ability to manage competing demands and ensure all commitments and timeframes are achieved.
- Demonstrate initiative for setting appropriate priorities for all tasks.
- Maintain electronic filing systems including sharing of electronic folders in order that all documentation is quickly and easily retrievable.
- Payment requisitions for ongoing memberships and other expenses.
- Capital Expenditure submissions and Petty Cash reimbursements.
- Deal with incoming calls, handle enquiries from other areas of Eastern Health, outside organizations and members of the public.
- Able to appreciate the need for and ensure that confidentiality is maintained.

To facilitate and foster a team environment:

- Demonstrate flexibility with regard to hours of work and cover for periods of leave including unexpected leave, sick leave, annual leave and ADOs.
- Promote the sharing of relevant information and develop a strong network between Personal and Executive Assistants.
- Work cooperatively with other Personal Assistant team members to ensure sufficient administrative support across the Wantirna Health Senior Management team at all times.

To communicate effectively with internal and external stakeholders:

- Willingness to seek clarification and question instructions when understanding is incomplete.
- Foster and develop positive relationships with both internal and external stakeholders.
- Work cooperatively with staff across Eastern Health to ensure good communication of issues in a timely manner.
- Well-developed verbal and written communication and interpersonal skills together with a positive attitude.

To ensure a consistently high level of customer service in all internal and external relationships:

- Respond and deal professionally and in a timely manner to all inquiries.
- Demonstrate an ability to take ownership for resolving problems in a timely manner.
- Demonstrate respect and professionalism with everyone.
- Supportive and compassionate disposition when dealing with members of the public and staff members.
- Ensure positive relationships with external stakeholders are nurtured.

To ensure the efficient management of support to Directors and others as required:

- Participate in ensuring the executive offices of Wantirna Health work smoothly and efficiently.
- Other duties as requested by the Director of Nursing, Residential Aged Care Services.

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 resident / patient harm. In addition, you will ensure that service and care is consistent with the EH approach to resident / 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, Residents / 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

- Administrative support role experience in aged care / health service or similar environment.
- Highly developed planning and organisational skills with an ability to efficiently time manage self and meet competing demands and strict deadlines.
- Experience with preparation of agendas, minutes and meeting papers.
- Demonstrated ability to manage, review, develop and maintain office systems and procedures.
- Highly developed written and oral communication skills.
- Demonstrated respect for and adherence to confidentiality.
- Exceptional interpersonal skills and demonstrated commitment with a strong customer focus.
- Attention to detail and a demonstrated high level of accuracy is essential.
- Ability to show innovation, initiative, be self-directed and work independently as well as cooperatively as a team member.
- Proficiency in the use of Microsoft Office products, Adobe Acrobat and online communication technologies, eg: WebEx, TEAMS and Zoom.

Desirable:

- Working knowledge of RosterOn, FMIS, BEIMS/Pulse, CARPS and other EH systems.
- Demonstrated ability to manage, review, develop and maintain office systems and procedures.

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