

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	Administration/Accreditation Coordinator and Personal Assistant
<b>Award Classification:</b>	HS3
<b>Award / Agreement Name:</b>	The Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
<b>Position Reports to:</b>	Director of Postgraduate Medical Education Unit

### 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**

The Administration/Accreditation Coordinator and Personal Assistant is responsible for providing high level coordination and administrative support to the Director of the Postgraduate Medical Education Unit and the Postgraduate Medical Education Unit (PMEU). Responsibilities include drafting and submission of consolidated reports including accreditation reports, and provision of high-level secretarial services to the Director of PMEU. Other activities relate to administration, liaising with other departments/stakeholders/senior staff, financial reporting and budget documentation, data and records management and reporting, and compliance activities.

The PMEU department is part of the Eastern Health Institute and oversees the Prevocational Education and Training Program (PETP) for Interns and Hospital Medical Officers 2 (HMO2) and IMG HMO Education and Training Program, and ensures interns, HMO2 and IMG HMO doctors comply with the Australian Health Practitioner Regulation Agency (Ahpra) requirements of their registration and Eastern Health policies and procedures.

It is expected that the Administration/Accreditation Coordinator and Personal Assistant works across all programs and activities of the PMEU including coordination of the upcoming PETP reaccreditation submission to the Postgraduate Medical Council of Victoria (PMCV) and the accreditation survey visit. This position is coordination-focused and requires a proactive problem-solving approach to independently troubleshoot, lead group work and collaborate with key stakeholders, reporting to the Director of PMEU with the aim of supporting high quality medical education and training, supervision and assessment facilitated by PMEU and continuous accreditation of these education and training programs.

## **2. MAJOR DUTIES AND/OR RESPONSIBILITIES**

The functions and operations of the PMEU are evolving and dynamic, in response to internal and external requirements (including accreditation requirements). Duties and responsibilities may fluctuate to align with changing requirements; and will be as directed by the Director of PMEU to ensure effective PMEU performance. These include:

### Accreditation

- Understand Australian Medical Council (AMC) and Ahpra requirements for Interns, HMO2 and IMG HMOs and Programs, to support PMEU and Doctors-in-Training to meet these requirements
- Understand the AMC's National Framework for Prevocational Medical Training (NFPMT) requirements and accreditation standards, to align work and PMEU activities with these standards and requirements
  - o Chair PMEU Accreditation Meetings and develop and circulate monthly Accreditation Update Newsletter
- Coordinate PMCV Accreditation and other accreditation in conjunction/collaboration with the PMEU Medical Education Officers to ensure accreditation requirements are met, reports are finalized and submitted with appropriate supporting documentation
  - o Liaise with senior staff, Term Supervisors, Clinical Directors, PMEU staff and stakeholders to obtain and present information
- Undertake gap analysis, seek consultation, design and coordinate activities that promote continuous improvement of PMEU programs and services and alignment with accreditation standards

- Support maintenance of databases/trackers relating to Prevocational Doctor and IMG HMO progression in collaboration with Medical Education Officers for Intern and HMO programs, and in collaboration with IMG HMO Supervisor team for Intern HMO program; ensuring they are up to date and accurate
  - o Support PMEU Administration Assistant to process documentation, manage and escalate incomplete or incorrectly completed Ahpra documentation or escalate issues of concern to the IMG HMO Supervisor team
  - o Work closely with PMEU Intern, HMO and IMG HMO teams to ensure documentation is completed and submitted within Ahpra timeframes including review and update or establishment of monitoring and recall systems and processes

#### Secretarial & Administration

- Ensure location and days of work coincide with those of the Director of PMEU to facilitate administrative service to them as required across the working day
  - o Diary management and scheduling appointments for the Director of PMEU
  - o Maintain and finalize PMEU staff rosters on Rostering platform
  - o Finalize and send PMEU staff Absence Reports to Payroll
  - o Assist Director of PMEU with matters by sourcing relevant paperwork and data
  - o Collect, record and obtain authorisation of Continuing Medical Education (CME) expense forms
  - o Support Director of PMEU with staff recruitment
- Scheduling meetings and arranging papers for meetings e.g. prepare, collate and distribute agendas, minute-taking etc.
  - o Follow up on all action items from meetings
- Drafting correspondence, printing/scanning, filing, screening and actioning telephone calls etc.
- Production of written reports and/or presentations for Director of PMEU and PMEU e.g. accreditation reports, evaluation reports, financial reports etc with appropriate inclusion of relevant data and supporting documentation. May be regular or ad-hoc written reports.
- Review and update or establish guidelines, procedures, work processes, bulletins, resources, training program material etc.

#### Teamwork

- Coordination and leadership of small and medium sized group work
- Work collaboratively with PMEU Administration Assistant, other PMEU staff and stakeholders to achieve required outcomes
- Assist staff with problems and recommend action to be taken
- Coordinate orientation for new PMEU staff where required
- Provide support for software utilized by EH
- Assist PMEU Medical Education Officers, Administration Assistant and Supervisor of Junior Doctor Training for events and education programs e.g. assist with event promotion, speaker confirmation, venue/room bookings, catering, on-site setup/pack up of Intern and HMO Education sessions, facilitator or learner connection to online/hybrid sessions where required etc.

#### Communication

- Manage all enquiries and correspondence professionally and in a timely manner
- Demonstrate attention to detail ensuring a high level of accuracy with written documentation
- Maintain confidentiality

- Dissemination of relevant information through appropriate mediums/channels ensuring the target audience is reached
- Foster positive relationships with internal and external stakeholders – liaise with Clinical Units, Term Supervisors, Doctors-in-Training, Postgraduate Medical Council of Victoria (PMCV) etc.
- Maintain current PMEU information on the Eastern Health website and intranet pages
- Maintain mailing lists

#### Office Management

- Order stock and supplies and process invoices via the Financial Management Information System (FMIS)
- Organize Capex requests for departmental equipment
- Maintain financial and budget records and produce relevant reports
- Maintain asset management records
- Maintenance of PMEU offices at Box Hill, Maroondah Hospital and Angliss Hospital

#### Other

- All other duties as requested by the Director of PMEU
- Demonstrate an ability to manage competing demands, responsible for resolving problems, and ensure all commitments and timeframes are achieved
- Demonstrate flexibility with timing of annual leave and EH site location of work
- Will be required to provide coverage for other staff member's periods of leave (may require working at another EH site to provide coverage)
- Self-directed, self-initiation of action and independent practice in problem-solving and demonstrated commitment to completion of actions and achievement of required outcomes

### **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 Compensations (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**

<b>Position Title:</b>	Administration/Accreditation Coordinator and Personal Assistant
<b>Award Classification:</b>	HS3

<b>Award / Agreement Name:</b>	VICTORIAN PUBLIC HEALTH SECTOR (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS) SINGLE INTEREST ENTERPRISE AGREEMENT 2021-2025
<b>Position Reports to:</b>	Director of Postgraduate Medical Education Unit

#### **Essential**

- Demonstrated proactive and independent problem-solving capability, with the ability to anticipate issues and deliver outcomes that meet departmental objectives
- Proven ability to produce high-quality, formal written documentation and reports in a timely manner ensuring accuracy, thoroughness and a systematic approach
- Strong analytical skills with the ability to collate, interpret and present accurate data to support reporting and decision-making
- Well-developed coordination, time management and leadership skills, with advanced planning, to effectively manage multiple priorities and competing priorities concurrently, whilst meeting strict deadlines
- Demonstrated initiative in establishing, reviewing and improving systems, processes, procedures and programs to enhance efficiency and effectiveness
- Self-motivated and results-driven, with a strong commitment to high performance standards, and flexibility to respond to changing priorities at short notice
- Highly proficient computer skills with Microsoft Programs particularly Microsoft Excel
- Ability to work both autonomously and collaboratively as part of a multidisciplinary team
- Strong customer service orientation, with ability to engage professionally with internal and external stakeholders and apply effective conflict resolution skills where required

#### **Desirable**

- Previous experience in senior administrative role, secretarial/coordination role, or project/program support role, ideally within the education, training, healthcare, or similar environment
- Experience working with accreditation standards, quality frameworks, or compliance-based processes

#### **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](mailto:Aboriginal.Workforce@easternhealth.org.au)*