

Eastern Health

POSITION DESCRIPTION

Position Title:	Administrative Assistant/Personal Assistant
Award Classification:	HS2
Award / Agreement Name:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Position Reports to:	Deputy Director Operations, Surgery

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 Administrative Assistant is responsible for ensuring coordination of administrative functions and contributing to the development and smooth running of their designated units within Eastern Health. The Administrative Assistant will be responsible for providing high level secretarial and administrative support to the relevant Clinical Directors, including the senior medical rosters and associated payroll systems. They are also a point of contact for other members of the department. This administrative role has a secretarial, operational, and educational component which is outlined below:

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Secretarial

- Provide secretarial support to the Clinical Director and their delegates, including maintaining diaries and arranging appointments and meetings.
- Book and prepare meeting rooms, tele/video conference and arrange catering as required.
- Prepare, collate, and distribute agendas, relevant papers, minute meetings, record attendance and follow up on action items as required.
- Co-ordinate the administration relating to patients attending Case Conferences and audit meetings. Provide typing of correspondence and other documents requested in a timely and accurate manner.
- Manage hard and soft copy storage and filing systems including sharing of electronic folders/databases as appropriate.
- Order stationery and supplies via the Financial Management Information System (FMIS).
- Manage all incoming correspondence and telephone calls.
- Strong attention to detail ensuring a high level of accuracy with written documentation.
- Ensure delegated electronic databases/information websites are up to date.
- Manage competing demands and ensure all commitments and timeframes are achieved.
- Role model approachability and accessibility.

Operational

- Work collaboratively with the Clinical Directors and teams to support the systems and processes required to ensure efficient, effective, and responsive services. This includes managing Senior Medical Staff leave cover, on call rosters and associated payroll systems, and updating relevant parties when changes occur.
- Support the processes required for Registrar rosters as required.
- Ensure effective and timely communication with the Clinical Director, team members, and relevant internal and external stakeholders.
- Liaise with key staff to ensure unit activity is met, including updating the Medical Workforce Unit, theatres and clinics of any changes.
- Collate/collect reports for delegated staff members to action and check these are completed in a timely manner.
- Source reports or information/data which are considered necessary by the Program and/or Clinical Director for providing a quality and safe service. This may include Insight data.
- Problem solving and timely escalation of any variances to the relevant Clinical Director/Deputy Director Operations.
- Direct patient enquiries to the most appropriate person.
- Strive and promote efficiency, making recommendations related to innovation in administrative activity and operations.

Education

- Provide administrative support for education processes, including Unit accreditation and teaching rosters.
- Update orientation booklets, inclusive of the Registrar and Resident Handbooks and distribute as requested.
- Support the Clinical Director/delegate in the recording of Continuing Medical Education (CME) and provide a yearly update to the Clinical Director.
- Distribute articles for Journal Clubs in a timely manner.
- Assist with PowerPoint presentations as required.

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to providing and maintaining 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 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 centred 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 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.

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 every day.

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

- Extensive experience in an administrative support role, preferably in a hospital or health service environment.
- High level 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.
- Ability to always maintain confidentiality.
- 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.
- Demonstrated initiative and ability to work independently and as part of the team as required.
- Well-developed planning and organisational skills with an ability to efficiently manage time, work priorities and competing demands.
- High attention to detail and demonstrated excellence in standard of written work, with a proactive approach to accomplishing work goals.
- Ability to self-motivate, multi-task, prioritise and work under pressure.
- Proficiency in the use of Microsoft applications including Office, Excel, Visio, and communication technologies (i.e. teleconferencing)

Desirable

- Familiarity with health service information systems.
- Sound knowledge of medical terminology.
- Dictation ability.
- 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