

Eastern Health

POSITION DESCRIPTION

Position Title:	Administrative 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:	Associate Director Learning & Teaching, Mental Health & Statewide 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

The Administrative Officer is responsible for supporting the work of the Mental Health Learning and Teaching Directorate and in particular in relation to the Mental Health Transition to Practice Programs (Nursing & Allied Health graduate programs, transition to specialty practice programs, post graduate programs, EN transition to practice programs). The role encompasses daily administrative operations, data management, support of marketing and recruitment activities, support for event management, management of bookings for internal education facilities and will be based on site in Box Hill.

The Mental Health Learning and Teaching teams work to promote and facilitate a culture of enquiry and learning across the workforce of Eastern Health through the delivery of training, education, coaching, supervision and assessment. The Mental Health Learning & Teaching team recruits and supports over 100 novice learners annually from nursing and allied health disciplines.

The role requires well developed customer service skills, excellent organisational ability, IT expertise particularly in relation to management of large databases, and the ability to work under pressure whilst maintaining attention to detail.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Work collaboratively with the Associate Directors of Learning & Teaching for Nursing & Allied Health and the broader Mental Health Learning and Teaching team to support the systems and processes required to ensure efficient, effective and responsive service. The Mental Health Learning & Teaching Teams along with this administration role will be also be required to collaborate and work closely with the Eastern Health Transition to Practice Programs, particularly in relation to data management, support of marketing and recruitment activities related to transition to practice programs as described in the position purpose above.

a. Administration

To provide administrative support as required

- Prepare, collate and distribute agendas for meetings as required
- Administrative support related to recruitment of relevant learning & teaching roles as well as support of bulk recruitment for mental health transition to practice programs
- Assist with preparation and distribution of recruitment documentation
- Book meeting rooms and arrange catering as required
- Prepare agendas and papers, minute meetings and workshops
- Strong attention to detail ensuring a high level of accuracy with written documentation
- Provide typing of correspondence and other documents in a timely and accurate manner
- Organise teleconference, videoconference, online agendas etc.
- Manage hard and soft copy storage and filing systems including sharing of electronic folders as appropriate
- Demonstrate an ability to manage competing demands and ensure all commitments and timeframes are achieved
- Collation and publication of bi-monthly L&T newsletter
- Ad hoc administrative support to L&T team members
- Maintain confidentiality in respect to access to sensitive information

b. Teamwork

To facilitate and foster a team environment

- Demonstrate flexibility with regard to hours of work and cover for periods of leave including sick leave, annual leave and ADO's.
- Role model approachability and accessibility

c. Communication

To communicate effectively with all reporting lines and internally throughout the Health Service

- High level of accuracy with written communication
- Willingness to seek clarification and question instructions when understanding is incomplete
- Foster and develop positive relationships with external stakeholders
- Work cooperatively with staff across Eastern Health to ensure good communication of issues in a timely manner.

d. Customer Service

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

- Respond professionally and in a timely manner to general enquiries via the most appropriate medium
- Demonstrate an ability to take ownership for resolving problems in a timely manner
- Demonstrate respect and professionalism with all people
- Provision of excellent, prompt and courteous customer service
- Respond to telephone and general enquires
- To ensure customers' requirements are managed to satisfaction. Trouble-shoot and advise to the point of resolution where possible. Efficient referral to other Eastern Health staff where appropriate.
- Receive and redirect staff, volunteers and the general public as required

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 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 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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ATTACHMENT 1

Personal Attributes

- Exhibits behaviour which reflects the Eastern Health values
- Exhibits a proactive and flexible approach to all tasks
- Approachable, honest, courteous and respectful
- Demonstrates resilience and tolerance to stress

Knowledge & Experience

- Demonstrated intermediate to advanced knowledge of Microsoft Office products (MS365, Word, Excel, Outlook, and PowerPoint).
- An ability to manage, review, develop and maintain office systems and procedures
- Experience in the provision of administrative and secretarial support services, including preparation of agendas, minutes and providing support to committees as required
- Excellent customer service and interpersonal skills

Competencies

- An ability to establish and sustain trusting relationships with key stakeholders
- Adaptability and a positive attitude in the face of challenging situations
- Clear and concise communication
- A proactive approach to accomplishing work goals, and taking action to achieve results beyond what is required
- Ability to work effectively individually, and collaboratively within a team
- Exceptional customer orientation
- Ability to manage work effectively
- Sets high standards for performance and maintains a high quality of work

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