

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	Project Coordinator/Administrative Officer – Statewide Services
<b>Award Classification:</b>	HS2
<b>Award / Agreement Name:</b>	Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement 2021-2025
<b>Position Reports to:</b>	Program Director, 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 position provides project support and coordination for initiatives related to the future directions' goals of Statewide Services. The role also supports event coordination at organisational level (e.g. all-staff events), and provides administrative support to the Executive Clinical Director, Turning Point, Executive Clinical Director, Spectrum, and Program Director, Statewide Services.

Statewide Services comprise of Turning Point including Hamilton Centre and Spectrum.

Turning Point is Australia's leading national addiction treatment, training and research centre. Turning Point seeks to transform the way society provides treatment, specialist care and support for those affected by addiction

As part of Eastern Health, Spectrum is the statewide centre of clinical excellence that provides leadership in the application of evidence-based best practice for treatment and recovery from personality disorders, research and training.

The role reports to the Program Director, Statewide Services and supports implementation and coordination of key projects overseen by the Program Director, Statewide Services and Executive Clinical Directors for Turning Point and Spectrum. The role has high organisational visibility.

This role is based in Richmond but may from time to time visit other sites to support meetings or undertake specific work with advanced notice.

## 2. MAJOR DUTIES AND/OR RESPONSIBILITIES

The role will have the following duties and responsibilities.

### Project Coordination

- Project support and coordination including creation and monitoring of project management plans.
- Monitoring of tasks and projects' progress.
- Event coordination as required, e.g. all-staff days, all-leadership development days, organisational celebrations.
- Participation and assistance with accreditation processes
- Displays initiative and supports progression of project planning
- Develops internal reporting dashboards and project plans
- Flow charts, templates and large document preparation.
- Report writing as required
- Liaison and coordination of projects related to the Future Directions and strategic plans for Turning Point and Spectrum.
- Minute and secretarial support for project related meetings in the context of Future Directions and strategic activities.
- Minutes and secretarial support for internal and external meetings as required.
- Diary management and coordination for the two Executive Clinical Directors and Program Director as required, and particularly for events and external stakeholders.
- As directed in the context of project and administrative support to Executive Clinical Directors and Program Director, and administrative support for projects within the Future Directions and strategic plans.

### Teamwork

To work within a co-operative and supportive team environment:

- Able to work cooperatively with other team members and across sites as required
- Demonstrate flexibility with regard to hours of work and cover for periods of leave, including sick leave, annual leave, and ADO's, as requested from senior managers/directors
- Promote the sharing of information and develop strong working relationships with personal/executive assistants and administrative staff across Statewide Services, Eastern Health, and key service partners.

#### **Communication and customer service**

- To communicate effectively with all reporting lines, externally to key stakeholders, and internally throughout the Health Service
- Well-developed verbal and written communication and interpersonal skills with a positive attitude
- Supportive and compassionate disposition toward our consumers and staff members
- Attention to detail and a demonstrated high level of accuracy is essential
- Able to appreciate the need for and ensure that confidentiality is maintained
- Ensure that positive relationships with external stakeholders are maintained

Other tasks and duties as delegated by Program Director, Statewide Services and/or Executive Clinical Directors Turning Point and Spectrum.

### **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>	Project Coordinator – Statewide Centre for Addiction, Mental Health and Treatment Services
<b>Award Classification:</b>	HS2
<b>Award / Agreement Name:</b>	Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2016-2020
<b>Position Reports to:</b>	Associate Program Director, Turning Point Treatment Services and Director of Nursing, Statewide Services

**Essential**

- Extensive experience working on project planning and implementation
- Extensive senior administrative /personal assistant support role experience in a health services or similar environment
- Demonstrated experience project preparation, implementation and monitoring
- Demonstrated experience in event coordination.
- Excellent organisation and time management skills and the ability to develop efficient project implementation and monitoring systems.
- Outstanding interpersonal and communication skills, including the ability to advise and liaise across all levels of the organisation and external organisations
- Proven ability to work accurately and within deadlines and to possess initiative and the ability to operate with minimal guidance and supervision
- To be adaptable in challenging situations.
- Initiative to anticipate daily work requirements and to resolve potential issues in order to cause minimal impact
- Excellent computer skills with competence in the use of Microsoft's 365.
- Proven ability to maintain confidentiality
- Driver's licence

#### **Desirable**

- Experience working on project planning and implementation
- Experience working with senior clinicians and executives in healthcare settings
- Qualifications in secretarial and/or office administration/management or leadership
- Medical terminology experience or training

#### **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)*