

Eastern Health

POSITION DESCRIPTION

Position Title:	Administrative Assistant to Clinical Program Director, Medicine and Acute Medicine Service
Award Classification:	HS2
Award / Agreement Name:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 - 2025
Position Reports to:	Clinical Program Director, Medicine Clinical Services Director, Acute Medicine

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 support to the Clinical Program Director, Medicine and the Acute Medicine Service.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

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

- Proactively manage all aspects of correspondence, preparation of materials for meetings, presentations, co-ordination of meetings and documentation.
 - Coordination of all meetings, including preparation of agendas, minute taking and timely distribution of minutes and actions
 - Book rooms and organise catering as required
- Administering the Optima rostering system for the Acute Medicine Service, including leave approvals, calendar updates and oncall rosters.
- Coordinating annual performance appraisal and annual leave plans for senior medical staff within the Acute Medicine Service.
- Working with Finance to prepare and process invoices in line with contractual requirements.
- Processing of CME claim forms for medical staff within the Acute Medicine Service.
- Preparing payment requisitions for memberships and other expenses.
- Preparing Capital Expenditure submissions.
- Maintaining a high level of accuracy and attention to detail across all documentation.
- Managing competing priorities effectively to meet deadlines and organisational requirements.
- Establishing and maintaining organised electronic filing systems to ensure efficient document retrieval.
- Ensuring confidentiality is upheld at all times.
- Managing complex or sensitive issues calmly and professionally.
- Working independently and collaboratively across teams, demonstrating strong organisational and time-management skills
- Other duties as required by the Clinical Program Director Medicine and Clinical Services Director, Acute Medicine.

To facilitate and foster a team environment:

- Demonstrating flexibility in working hours.

To communicate effectively with internal and external stakeholders:

- Seeking clarification when instructions are unclear to ensure accuracy and efficiency.
- Building and maintaining positive working relationships across Eastern Health and with external partners.
- Communicating issues promptly and professionally.

- Demonstrating strong verbal and written communication skills and maintaining a positive approach.

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

- Responding to inquiries professionally and in a timely manner.
- Taking ownership of issues and ensuring timely resolution.
- Interacting with all stakeholders with respect, professionalism, and compassion.
- Supporting positive engagement with external stakeholders.

3. SAFE PRACTICE AND ENVIRONMENT

Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. More information [here](#).

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.

Our commitment to Diversity, Equity & Inclusion

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and/or Torres Strait Islander peoples, people from the LGBTIQ+ community, people living with disability and those from a culturally and linguistically diverse background, are strongly encouraged to apply.

For more information, please [click here](#).

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.

Healthcare workers are strongly recommended to follow COVID vaccination recommendations provided in the [Australian Immunisation handbook \(based on ATAGI advice\)](#). Seasonal vaccination against influenza is a mandatory requirement of this role and employment is conditional on this being up to date prior to employment.

Signed: _____ Date: ____/____/____
 Manager

<p>INCUMBENT STATEMENT</p> <p>I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.</p> <p>Signed: _____ Date: ____/____/____</p>
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ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

- Demonstrated experience providing high-quality administrative support within a health service or similar complex environment.
- Highly developed planning and organisational capabilities, with the proven ability to manage time effectively, meet competing priorities, and adhere to strict deadlines.
- Demonstrated ability to manage, maintain, and enhance office systems, processes, and procedures to support efficient workflow.
- Excellent written and verbal communication skills, with the ability to tailor communication to diverse audiences.
- Strong commitment to confidentiality and demonstrated adherence to privacy requirements in all aspects of work.
- Exceptional interpersonal skills with a strong customer-service focus and the ability to build effective professional relationships.
- High level of accuracy and meticulous attention to detail in all administrative tasks.
- Demonstrated initiative, innovation, and the ability to work both autonomously and collaboratively as part of a team.
- Proficiency in Optima, Microsoft Office applications, Microsoft Teams, Adobe Acrobat and other digital communication technologies.
- Demonstrated ability to manage sensitive or complex issues calmly, professionally, and with sound judgement.
- Proven capability to work independently, within a team, and across multiple teams to achieve shared outcomes.
- Strong organisational and time-management skills with the ability to manage multiple tasks and priorities simultaneously.

Desirable

- Working knowledge of Success Factors, FMIS, BEIMS/Pulse, CARPS and other Eastern Health systems.
- Formal qualifications in Administration, Office Management or a related discipline

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