

Eastern Health

POSITION DESCRIPTION

Position Title:	Personal Assistant to: Director Allied Health, Eastern Health; Allied Health Workforce Director, Allied Health Governance and Practice Director; Director Physiotherapy & Deputy Director Operations Allied Health, Critical Care and Access
Award Classification:	HS2 - Grade 2
Award / Agreement Name:	Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2016-2020
Position Reports to:	Director Allied Health, Eastern Health; Allied Health Workforce Director, Allied Health Governance and Practice Director; Director Physiotherapy/Deputy Director Operations Allied Health, Critical Care and Access

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. *'Being part of Eastern Health is being part of a welcoming team of healthcare experts'* is achieved through Eastern Health's strategic goal of HEALTHIER TOGETHER.



1. POSITION PURPOSE

To provide high level administrative, secretarial and executive support services to Director Allied Health, Eastern Health; Allied Health Workforce Director; Allied Health Governance and Practice Director and Director Physiotherapy & Deputy Director Operations Allied Health, Critical Care and Access and contribute as required to the efficient operation of the Peter James Centre Executive office. This may include any support to other Directors Profession or other Deputy Directors.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Administration

- To provide high-level administrative support as required.
- Maintain diaries and arrange appointments and meetings
- Open and screen mail and emails and distribute where required
- Research information and draft of responses to correspondence
- Anticipate requirements and provide support in meeting those requirements (e.g. arranging papers for attendance at meetings; review diaries in advance to manage meeting clashes; event management
- Maintain and pro-actively inform of appointments and diary entries
- Provide a central point of contact and coordinate administrative office functions across assigned services or locations
- Demonstrate an ability to manage competing demands and ensure all commitments and timeframes are achieved
- Secretarial - To provide high-level secretarial services as required.
- Prepare, collate and distribute agendas for meetings as required
- Book meeting rooms and arrange catering as required
- Prepare agendas and papers, minute meetings and workshops and follow up on action items as required
- Support the development of reports, including the development of data sets and data entry
- Attend to detail ensuring a high level of accuracy with written documentation
- Provide typing of correspondence and other documents in a timely and accurate manner
- Demonstrate initiative for setting appropriate priorities for all tasks
- Organise teleconference, videoconference, online agendas etc.
- Manage hard and soft copy storage and filing systems including sharing of electronic folders and currency of membership of distribution groups as appropriate

Teamwork

- To facilitate and foster a team environment.
- Work cooperatively with other executive / personal assistant team members
- Demonstrate flexibility with regard to hours of work and cover for periods of leave including sick leave, annual leave and ADO's.
- Promote the sharing of information and develop a strong network between executive assistants

Communication

- To communicate effectively with all leaders and all reporting lines, externally to key stakeholders 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 timely and effective communication of issues to the Director Allied Health Workforce, Director Allied Health Governance and Practice,

Director Allied Health and Director Physiotherapy & Deputy Director of Operations Allied Health, Critical Care and Access, and to other relevant senior leaders as required.

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
- Ensure timely access of other members of the Peter James Centre Administration Office team

Office Management

- To ensure the smooth running of the Director Allied Health, Eastern Health; Deputy Director Allied Health (Workforce), Deputy Director Allied Health (Governance & Credentialing) and Director Physiotherapy & Deputy Director Operations Allied Health, Critical Care and Access.
- Co-operatively review the filing and management of resources Administration offices and implement recommendations as approved
- Investigate opportunities to move towards a “paper light” office and implement as approved

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 Compensation (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

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 the provision of high level administrative, secretarial and executive support services to senior executives, including the preparation of agendas, minutes and providing support to committees as required
- Ability to display initiative and to work independently as required.
- Demonstrated commitment to customer focus
- Highly developed planning and organisational skills with an ability to efficiently time manage self and to meet strict deadlines
- Highly developed communication and interpersonal skills both written and verbal
- Proficiency in the use Microsoft Office products.
- A demonstrated ability and commitment to work as part of a team
- Commitment to teamwork and maintaining confidentiality in all matters
- An ability to manage, review, develop and maintain office systems and procedures

Desirable

- Previous senior administrative support role experience in a hospital or health service environment
- Demonstrated proficiency in use of online meeting technology (e.g.: teleconference, videoconference and online meeting information)

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