

Eastern Health

POSITION DESCRIPTION

Position Title:	Personal Assistant Director Clinical Governance
Award Classification:	HS2 - Admin Officer Gr 02
Award / Agreement Name:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Position Reports to:	Director Clinical Governance

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, secretarial and support services to the Director and Clinical Governance Department, in the Medical and Clinical Governance Directorate and contribute as required to the efficient operation of the Clinical Governance structures within Eastern Health. The role reports to the Director Clinical Governance and provides support to the Department.

The role is onsite with hybrid 3 days onsite/2days work from home (prorata) when role responsibilities allow or as requested by the Director of Clinical Governance.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Provide high level day to day support to the Director and Clinical Governance Department:

- Proactively manage all aspects of diary and email administration, correspondence, preparation of materials for meetings, presentations, co-ordination of meetings and documentation, and supporting preparation of papers for committees that Directors are responsible;
- Managing diaries, and scheduling meetings, performance reviews with teams, archiving and file management of emails and maintaining staff lists;
- Management of cost centre, process invoices, equipment for the teams and follow up on supplier issues as required and general trouble shooting;
- Administration of Rosters, including management of sick certificates;
- Initiate and implement projects as required to continually improve and develop new efficient systems and processes;
- General support and assistance for organisation Quality and Safety readiness and accreditation preparations, initiatives and support during assessment site visits.
- Support for designated Committees including minutes, paper preparation and distribution.
- Demonstrate an ability to manage competing demands and ensure all commitments and timeframes are achieved;
- Demonstrate initiative in anticipating the requirements and provide support in meeting those requirements;
- Organisation of conference enrolments, and domestic and international travel and accommodation as required;
- Demonstrate an ability and want to take ownership for resolving problems in a timely manner;
- General support and assistance to members of the Leadership Team;
- Participation in personal/professional development on an annual basis;
- Always maintain strict confidentiality;
- Demonstrate flexibility regarding hours of work and cover for periods of leave and periods of high demand;
- Other duties as required by the Director Clinical Governance.

TEAMWORK

To work collaboratively with the Executive and Personal Assistants within the Eastern Health, to facilitate alignment and foster a team environment:

- Work collaboratively with the other Executive and Personal Assistant team members to ensure support is provided during periods of leave/high demand;
- Demonstrate flexibility regarding 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 the Executive and Personal Assistants.
- Provide OHS Health & Safety Representative (HSR) responsibilities for the team.
- Provide support and cover as directed.

COMMUNICATION

To communicate effectively with all reporting lines, externally to key stakeholders and internally throughout the Health Service:

- High level of accuracy and tact with written and oral 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 exemplary communication of issues, in a timely manner;
- Support accreditation related communication, timetabling and meeting invitations.
- Managing emails/correspondence, drafting acknowledgement or responses to email and letters.

CUSTOMER SERVICE

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

- 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.

OFFICE MANAGEMENT

To ensure the smooth running of the Clinical Governance Program:

- Manage the office including the correspondence system, ensuring timely response and follow-up;
- All other duties as requested by the Directors of Clinical Governance.

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 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 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 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 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

Position Title:	Personal Assistance- Director Clinical Governance System Management
Award Classification:	HS2 - Admin Officer Gr 02
Award / Agreement Name:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Position Reports to:	Director Clinical Governance

Essential

- Extensive experience in the provision of high level administrative, and secretarial support services to senior directors, 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 including visio and powerpoint;
- 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.
- A proactive and flexible approach to all tasks;
- Approachable, honest, courteous and respectful;
- Demonstrates resilience and tolerance to stress.

Desirable

- Previous administrative support role experience in a hospital or health service environment;
- Previous experience in administrative support for hospital related accreditations.
- 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