

Position Description

Position Title	Senior Administration Officer (GP Clinic) & Personal Assistant (Deputy Director of Operations, Care@Home)
Classification & Salary Range	Administration Officer Grade 2
Agreement Name	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2025-2027
Position Reports To	Deputy Director of Operations, Community and Integrated Care - Care@Home Program GP Practice Manager
Last Updated	October 2026

Position Purpose

The position provides senior administrative support for the GP Clinic and executive personal assistant support to the Deputy Director of Operations, Community and Integrated Care (Care@Home)

The role is responsible for coordinating key administrative, financial, reporting, accreditation and operational functions within the GP Clinic, while also providing high-level executive support including diary management, meeting coordination, correspondence, reporting and project support for the Deputy Director of Operations, Community and Integrated Care (Care@Home)

The position operates across both service areas, ensuring effective administrative systems, organisational compliance, efficient business operations, and responsive executive support.

This position is responsible for:

- Overseeing the smooth running of all administrative systems within GP Clinic
- The provision of high-level administrative, secretarial and executive support services to the Deputy Director.
- Providing patient focused, efficient and high-quality administration services within GP Clinic, and as required, to the site.
- Professional support to other administrative staff within GP Clinic

Major Duties and Responsibilities

Senior Administration - GP Clinic (70%)

- Coordinate day-to-day administrative operations of the GP Clinic.
- Monitor and improve administrative systems and processes.
- Support reception, appointment management and patient administration functions.
- Maintain records management systems.
- Medicare, TAC and private billing administration.
- Revenue monitoring and reporting.
- FMIS purchasing and accounts administration.
- Support budget monitoring and reporting requirements.
- Coordinate RACGP accreditation activities.
- Support NSQHS and Eastern Health compliance requirements.
- Maintain policy, procedure and audit documentation.
- Participate in quality improvement activities.
- Prepare clinic performance reports.
- Monitor activity, billing and operational KPIs.
- Provide administrative support for projects and service improvements.

Personal Assistant - Director Operations, Care@Home (30%)

- Manage complex calendars and scheduling.
- Coordinate meetings, forums and workshops.
- Prepare agendas, papers and presentations.
- Record and distribute minutes and action items.
- Draft correspondence, reports and organisational communications.
- Coordinate responses to enquiries and requests.
- Maintain confidential records and information
- Support operational and strategic projects.
- Coordinate reporting deadlines and deliverables.
- Assist with preparation of Board, Executive or management papers as required.
- Track actions arising from meetings and projects.
- Liaise with internal and external stakeholders on behalf of the Director.
- Coordinate events, workshops and leadership meetings.
- Support cross-program communication and engagement activities.
- While employed within the GP Clinic administrative structure, the Personal Assistant component of this position provides dedicated executive support to the Deputy Director of Operations, Community and Integrated Care. The incumbent is expected to balance responsibilities across both portfolios and work collaboratively with leaders to ensure organisational priorities are met.

Key Selection Criteria

- Experienced administration leader (ideally in a health service environment) with the ability to manage and coordinate professional, high-quality service delivery
- Exceptional interpersonal and written communication skills and demonstrated commitment to customer focus
- Demonstrated experience in the provision of support related to meeting preparation, development and maintenance of office support processes and systems, report writing and event management
- Excellent attention to detail, problem solving, and task delegation skills
- Ability to show innovation, be self-directed and work independently
- Highly developed planning and organisational skills with an ability to efficiently manage time and competing demands
- Highly proficient computer literacy with demonstrated advanced skills in Microsoft Office, particularly Word, Excel and Outlook
- Demonstrated ability to exercise discretion, tact and diplomacy when dealing with sensitive or confidential issues
- Ability to champion and promote change with an emphasis on continuous improvement.
- A demonstrated capacity to inspire, influence, lead and motivate others and to contribute to a positive and compassionate organisational culture
- Values driven, motivated and enthusiastic with a positive attitude toward work and colleagues.

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. Read more about Eastern Health's strategic goals [here](#).

Our Commitment to Diversity, Equity and 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 Torres Strait Islander people, people from the LGBTIQA+ 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](#).

Aboriginal and Torres Strait Islander Candidates



Eastern Health's First Nations Employment Plan 2026 – 2028 was released in July 2026. With a strong focus on cultural safety and belonging, actions included in the Employment Plan provide practical support for all Aboriginal and Torres Strait Islander people.

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. For support, please contact our Aboriginal Employment Coordinator, Aboriginal.Workforce@easternhealth.org.au

Important Information

All new and existing employees are committed to the following to uphold Eastern Health's Promise and Values:

- Uphold confidentiality as per the Privacy Act 2000 and the Health Records Act 2001
- Comply with Eastern Health code of conduct and Policy and Procedures
- Comply with Eastern Health performance standards and industry professional standards
- Participate in continuous monitoring and improvement
- Comply with legislation and accreditation standards
- Ensure service and care are consistent with the Eastern Health approach to patient and family centred care
- 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. For more information, please click [here](#).

Occupational Health and Safety, Quality and Improvement

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.

Eastern Health employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards



- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position.

For more information about Quality and Safety please click [here](#) and for Staff Wellbeing please click [here](#).

Final 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 influenza prior to commencing employment.

Application Support

If you need support or adjustments during the application or recruitment process, please contact the hiring manager or our Talent Acquisition team on (03) 9955 7555 (option 1). For current employees please select option 2.

Candidate Statement

I _____ have read, understood and accepted the above position description and associated attachments.

Signed: _____ Date: _____

Role Specific Attachments

[Recruiting Manager: Add any supporting documents relevant to this role, such as team, service, program, or role-specific information. **[Remove this section if no additional attachments are required.]**]

