



# Cultivating Healthy Communities

<b>Position Title:</b>	Executive Assistant
<b>Reports To:</b>	Director – People & Culture
<b>Direct Reports:</b>	No direct reports
<b>Department:</b>	People & Culture
<b>Classification:</b>	Admin Grade 1 (HS1, HS14 – HS17) <i>(level determined by continuous service as defined in the Enterprise Agreement)</i>
<b>Employment Conditions:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
<b>Qualifying Period:</b>	6 months from commencement date.

East Wimmera Health Service (EWHS) is a fully accredited small rural health service consisting of 40 Acute and 95 Aged Care beds across five campuses in the Buloke and Northern Grampians Shires in North Western Victoria. Covering the land first inhabited by the Dja Dja Wurrung, Barengi Gadjin, and Jaara Jaara peoples. EWHS encompasses the townships of Birchip, Charlton, Donald, Wycheproof and St Arnaud. EWHS provides a broad range of Acute, Community Based and Aged Care services integrated with local General Medical Practices. Additionally EWHS manages a number of other local services in post-acute care, planned activity groups and infection control. The duties of this position are to be performed with adherence to the purpose and values identified through EWHS's strategic plan and compliance with the Code of Behaviour for staff of EWHS.

## Our Vision

To see sustainable improvement in the health and wellbeing of our community

## Our Purpose

To work together with our community to achieve better health and wellbeing outcomes

## Our Values

Together, Honesty, Empathy, Community, Open, Respect and Excellence

## ROLE STATEMENT

Reporting directly to the Director of People & Culture, the Executive Assistant will be allocated to an Executive Team Member/s – Director of Primary Care. The position is a highly visible and is responsible for the coordination of activities and ensuring timely flow of information to and from the Executive Team's office in a professional, friendly and efficient manner. The Executive Assistant will establish and maintain close working relationships with the Executive Team and the wider health service Management Team, in order to understand and assist with departmental or organisational issues.

## POSITION SPECIFIC RESPONSIBILITIES

- Provide administrative support to the allocated Executive Team Member/s - Director Primary Care as directed. From time to time, this role will provide support to middle management positions when appropriate.
- Be responsive to all stakeholders, internal and external - including taking messages, ensuring urgent issues are attended to, redirecting calls where appropriate, providing information to assist callers and resolve issues when Executive Team Members are absent and distribution of mail with action as required.
- Promote a quality culture within the organisation, highlighting the values of customer service.
- Preparation of correspondence, monthly reports, meeting agendas, minutes, presentations and general documents as required.
- Where appropriate, maintain an electronic diary for the allocated Executive Team Member/s as directed.
- Participate in the administration of clinical and corporate governance systems and frameworks, including legislative compliance, contract management, intranet, directory and similar as directed. This may include data processing, generation of reporting and/or liaison with other EWHS staff to support systems being maintained accurately and in a timely manner.
- Acting as Secretary for various committees which may include recording, collating and distribution of meeting minutes and follow up of actions arising for committees.
- Follow-up requests for submissions, notes or information requested of the allocated Executive Team Member/s.
- Document management, including filing of administrative documentation relating to the above key responsibilities.
- Stationary ordering and general support to the Executive Team.
- Providing leave backfill for the Executive Assist required.
- Other tasks as directed by the allocated Executive Team member/s.
- Develop and maintain productive relationships with EWHS staff and management and provision of support to enable compliance with East Wimmera Health Service policies and procedures and address any queries in a timely manner.
- Liaison with Internal and External stakeholders as required.
- Participate and contribute to staff meetings and contribute to improvement projects as required.
- Actively participate in the Staff Induction and Orientation Program and other relevant education activities.

## Quality / Safety and Risk Management

- Act in accordance with all relevant external legislation and internal EWHS policies and procedures that relate to this position and the organisation.
- Participate in and contribute to quality improvement programs and other organisational activities to meet Accreditation Standards.
- Participate and contribute in occupational health and safety activities to ensure a safe work environment for consumers, community, staff and visitors.
- Minimise exposure to incidents of infection / cross-infection of patients, consumers, staff, visitors and the general public by adhering to the Health Service Infection Control policies and procedures.
- Cooperate with the EWHS's Occupational Health and Safety policies and to participate in appropriate safety education and evaluation activities.

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### Integrity

- The values and expected behaviours at EWHS support ethical and responsible decision-making and a culture where all staff behave with integrity and respond appropriately if behaviour (at any level within an organisation) falls short of expectations.
- EWHS's disclosure and reporting processes provide confidentiality, utilise effective investigation and escalation mechanisms and include a range of actions to address fraudulent, corrupt or other unacceptable employee behaviours.
- If you suspect unethical, fraudulent or corrupt behaviour, it is imperative to report that behaviour. Sometimes this behaviour is managed internally but if it meets the mandatory minimum requirements, the CEO as the principal officer at EWHS has a statutory obligation to report material issues to the Independent Broad-based Anticorruption Commission (IBAC)
- Reports can be made directly to the CEO or the Board depending upon the level within the organisation the suspected behaviour is occurring.

### PERFORMANCE INDICATORS

- Compliance with the Education Training Schedule (ETS)
- Compliance with East Wimmera Health Service policies and procedures.
- Provision of accurate and timely administrative support, including accuracy in data processing, report generation and maintenance of other corporate documentation.
- Information provided to internal and external parties accurately and in a timely manner.
- Effective relationships maintained with internal and external stakeholders.
- Active participation in staff meetings and contribution to improvement initiatives.
- Achievement of agreed annual KPIs

### KEY BEHAVIORAL COMPETANCIES

- |                                 |                     |
|---------------------------------|---------------------|
| • Priority Setting              | • Time Management   |
| • Interpersonal Savvy           | • Customer Focussed |
| • Integrity & Trust             | • Negotiating       |
| • Functional / Technical Skills | • Self-Development  |

### KEY SELECTION CRITERIA

- Experience in an office administration and/or an Executive Assistant role.
- Excellent written and verbal communication skills.
- Proven ability to develop and maintain collaborative relationships with external and internal stakeholders.
- Excellent time management and organisational skills with the ability to prioritise workflow.
- Ability to work effectively in a team environment as well as autonomously.
- High level computer skills with intermediate to advanced skills in Microsoft Office, including Word, PowerPoint and Excel and high speed work processing and data entry.
- Experience in the management of electronic diaries.



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- Experience in meeting management including venue booking, agenda formulation and minute taking and distribution of papers.
- Experience in preparing briefing papers, memos and general correspondence.
- Strong time management skills, demonstrating the ability to show initiative, prioritise workload and work in a high volume environment.
- Evidence of recent annual influenza immunisation or willingness to obtain prior to commencement.
- Evidence of full immunisation against COVID-19.

The Executive Assistant at East Wimmera Health Service will hold:

- A current Victorian Drivers Licence.
- A current National Police Check or ability to obtain a satisfactory check.
- Ability to comply with the “Behavioural Outcomes” for this role.
- A current Working with Children Check (employee).

East Wimmera Health Service		
STANDARDS OF BEHAVIOUR		
Our staff will always:		Our staff will not:
<b>Together</b>	<ul style="list-style-type: none"> <li>• Work as part of the team</li> <li>• Mentor others</li> <li>• Provide encouragement to others</li> <li>• Care for others the way they would like to be cared for themselves</li> <li>• Partner with consumers in decision making about their healthcare</li> </ul>	<ul style="list-style-type: none"> <li>• Be self-centred</li> <li>• Have inappropriate conversations with others</li> <li>• Demonstrate a “can’t-do” attitude</li> <li>• Ignore feedback given by patients or colleagues</li> <li>• Avoid responsibility</li> <li>• Refuse to assist others with their workload</li> </ul>
<b>Honesty</b>	<ul style="list-style-type: none"> <li>• Be open &amp; honest with ourselves and with others</li> <li>• Make ethical decisions</li> <li>• Bring ourselves to work</li> <li>• Maintain high levels of integrity</li> <li>• Be responsible and accountable</li> </ul>	<ul style="list-style-type: none"> <li>• Be dishonest</li> <li>• Be unreliable</li> <li>• Pass the buck</li> <li>• Be lazy</li> </ul>
<b>Empathy</b>	<ul style="list-style-type: none"> <li>• Commit to delivering a positive health experience to every person every time</li> <li>• Show compassion to all people</li> <li>• Demonstrate empathy &amp; understanding</li> </ul>	<ul style="list-style-type: none"> <li>• Be sarcastic</li> <li>• Be judgmental</li> <li>• Make care decisions without consulting the consumer</li> </ul>
<b>Community</b>	<ul style="list-style-type: none"> <li>• Maintain customer focus</li> <li>• Lead by example</li> <li>• Be responsible &amp; accountable for their own actions</li> <li>• Stand up and take action</li> <li>• Escalate issues or behaviours of concern</li> </ul>	<ul style="list-style-type: none"> <li>• Be hypocritical</li> <li>• Contribute to rumours</li> <li>• Discriminate against others</li> <li>• Think they’re better than others</li> <li>• Be passive</li> </ul>
<b>Open</b>	<ul style="list-style-type: none"> <li>• Demonstrate consistency</li> <li>• Treat people equally</li> <li>• Be considerate &amp; understanding</li> <li>• Be collaborative and collegiate</li> <li>• Deal with issues</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate favouritism &amp; exclusion</li> <li>• Withhold information</li> <li>• Ignore issues</li> </ul>
<b>Respect</b>	<ul style="list-style-type: none"> <li>• Maintain confidentiality &amp; privacy</li> <li>• Be punctual</li> <li>• Listen to others &amp; accept differences</li> <li>• Respond courteously</li> <li>• Greet all people by saying hello, smiling and introducing themselves</li> <li>• Be culturally informed and sensitive</li> <li>• Respect diverse opinions</li> </ul>	<ul style="list-style-type: none"> <li>• Be arrogant</li> <li>• Be disrespectful</li> <li>• Display rudeness</li> <li>• Bully, harass or display aggression</li> <li>• Allow unacceptable behaviour</li> </ul>
<b>Excellence</b>	<ul style="list-style-type: none"> <li>• Expect and deliver excellence</li> <li>• Persevere to do the best job they can</li> <li>• Strive continuously to improve</li> <li>• Be professional &amp; enthusiastic</li> <li>• Have the courage to question what we do</li> </ul>	<ul style="list-style-type: none"> <li>• Give up</li> <li>• Accept mediocrity</li> <li>• Leave an untidy workplace</li> </ul>

Staff at EWHS must also comply with both the Industry and organisational Code of Conduct

## RISK ASSESSMENT / JOB ANALYSIS

East Wimmera Health Service provides a safe working environment for staff as part of the process Risk Assessments have been carried out and this position could include some or all of the following.

(Please mark (eg X or ✓) to those that apply to this position)

Aspects of Normal Workplace	Frequency			
Work Environment	Occasionally	Regularly	Continual	NA
• Work with the possibility of extended hours	✓			
• Work in locations geographically separated from main facility	✓			
• Working off site which may include clients homes				✓
• Clinical areas				✓
• Travelling or Driving in cars on a regular basis	✓			
Work Activity				
• Manage demanding and changing workloads and competing priorities		✓		
• Undertake administrative tasks including intensive computer keyboarding work, filing, writing, concentrating for long periods of time			✓	
• Sitting at the computer for extended periods of time			✓	
• Sitting in meetings for extended periods of time		✓		
• Use of technology including photocopiers, telephones			✓	
• Undertake manual handling of equipment	✓			
• Patient Handling ( <i>No Lift Program operates throughout EWHS</i> )				✓
• Exposure to Substances ( <i>Protective equipment &amp; procedures in place to prevent contact</i> )				✓
Work relationships				
• Work in a team environment and at times independently			✓	
• Interaction with staff from other disciplines and departments			✓	
• Interacts with: <ul style="list-style-type: none"> <li>○ colleagues and other hospital staff</li> <li>○ members of the public</li> <li>○ Patients and relatives</li> </ul>	✓		✓	✓



# Cultivating Healthy Communities

I acknowledge:

- That I have read and fully understand the Position Description and the position's Job Analysis.
- I agree that I have the physical ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities and duties.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That EWHS may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the employment agreement that I will sign, outlining the terms and conditions of my employment.

**Name (please print)** \_\_\_\_\_

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

Document Control	
Executive Sponsor: Director of People & Culture	
Manager Responsible: Director of People & Culture	
Author(s): Director of People & Culture and Director of Primary Care	
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