



## POSITION DESCRIPTION

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<b>Position:</b>	EXECUTIVE ASSISTANT TO THE CEO & BOARD SECRETARY
<b>Department:</b>	Corporate
<b>Reports to:</b>	Chief Executive Officer / Board Chair
<b>Award:</b>	<b>Victorian Public Health Sector (Health and Allied Services, Managers &amp; Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025</b>
<b>Classification:</b>	As per award

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### **The Organisation**

Omeo District Health (ODH) is a Small Rural Health Service that provides a wide range of health and support services to our local communities including Urgent care, Acute care, Transition care, Residential Aged care, Primary care and home-based care.

ODH is located in the East Gippsland High Country (Omeo & District) and is the gateway to the spectacular Alpine region of Victoria. Surrounding Omeo is an abundance of national parks, mountains, rivers and lakes.

Consistent with our mission, we aim to promote and enhance the health and wellbeing of the people of the East Gippsland High Country.

We do so by:

- Reaching out to our local rural community in the planning and delivering of our services
- Building a highly engaged and skilled team of health care professionals and volunteers with a commitment to creating a culture of achievement and service excellence
- Developing sustainable health care service models and ensuring that we comply with our legislative, ethical and statutory obligations and  
Investing in strategic partnerships and alliances that help achieve better service outcomes.

ODH is an equal opportunity employer and has adopted a common set of values and code of conduct that drive our everyday work:

- C** Compassion
- A** Accountability
- R** Respect
- E** Excellence

Our people are at the heart of our organisation - no matter the role. Every day our people make a difference to the lives of our consumers and their families, demonstrating our commitment and care for our community and staff.

### **Department**

The Executive Assistant to the CEO and Board Secretary Role of ODH has a critical role in providing support to the CEO and the Board Directors, taking minutes, arranging meeting material, such as reports and presentations in accordance with ODH's guidelines.

## **Position Summary**

The Executive Assistant is required to undertake a wide range of diverse administrative functions initiated by the CEO including proactively managing the CEO's calendar.

Board Secretary has day to day responsibility for providing confidential administrative support to the Board Chair, Committee Chairs and other board directors. The role will provide general admin/reception support during periods of low board activity and as such take instructions from the CEO.

You will play a key role in ensuring the highest standards of corporate governance, compliance, and legal responsibility across the organisation and work closely with the Board of Directors and the CEO to maintain best practice governance and ensure the hospital meets its statutory and regulatory obligations.

## **Key Responsibilities**

The EA to the CEO and Board Secretary should be self-motivated and have the ability to gain the acceptance of a wide range of people. The role requires a responsible person with a professional attitude, high level of motivation, flexibility and willingness to provide excellent service with minimal supervision.

- Administrative support to the board and CEO.
- Arrange appointments/ meetings, handle or redirect telephone calls and visitors, deal with mail, correspondence and files.
- Compose confidential letters and reports, PowerPoint presentations and Excel spreadsheets
- Notify CEO/ Directors, manage records, assist with preparing agendas, distribution of agenda and papers for internal meetings, schedule and attend the meetings, recording of Minutes and Actions within timelines indicated in Terms of Reference.
- Oversee compliance programs, ensure legislative and regulatory obligations are met, develop policies with key stakeholders, advise of governance and Director liability.
- Maintain key governance registers, update policies and documentation, support Board directors' inductions, assist the Chair and Board as required.
- Manage room bookings and catering requests.
- Board Secretariat – under direction of the CEO and /or Board Chair.
- Attend all Board & committee meetings to record Minutes and action registers.
- Manage current and archived hard copy and electronic files.
- Load relevant documents onto Board portals as required.
- Prepare documentation and schedule meetings for non-routine processes – such as new Board member recruitment.
- Manage events such as the Annual General Meeting and Service Recognition Awards.
- Lead the production of the Annual report.
- Maintain corporate filing system, including register of forms.
- Manage PROMPT policy recording and monitoring system and amend policies related to board as required.
- Create and update board induction manual.
- Perform other duties reasonably required as directed by Board Chair and CEO

## **General Responsibilities**

### **Customer Service**

- Deliver services that reflect the Organisation's mission statement and values with a strong focus and commitment to Customer Service.

### **Privacy, Dignity & Confidentiality**

- Recognise and respect each Resident's/Patient's/Client's right to privacy, dignity and confidentiality.

- Demonstrate a commitment to and understanding of the Information Privacy Principles concerned with empowering individuals to manage, as far as practicable, the collection, use and dissemination of personal information about themselves.

### **Team Contribution**

- Demonstrate commitment to co-operation and a team approach, while exhibiting a positive, strong personal contribution to maximising the performance outcomes of the relevant program / area and ODH as an organisation.

### **Legislation, Regulations and Standards**

- Comply with the requirements and compliance responsibilities of relevant legislation, regulations and standard where they directly impact on the service activity and delivery of care.

### **Occupational Health and Safety**

- Ensures that work practices are carried out in accordance to the Occupational Health & Safety policies of the organisation.
- Promotes a safe working environment by identifying and reporting hazards.

### **Infection Control**

- All employees must have knowledge of Infection Control policies, located on Prompt. Employees will assess the risk of any potential infectious incident and utilise the appropriate action as outlined in ODH policies.
- Infection Prevention is the responsibility of all health care workers and is an essential part of quality health care. Hand Hygiene is the single most important factor in reducing the risk of spreading infection.

### **Workplace Culture**

- Establish positive and productive working relationships within the organisation and externally
- Model and incorporate ODH values and behaviours outlined in ODH's code of conduct into all aspects of work practice and communications
- Encourage a positive workplace culture supported by respectful and non-discriminatory practices

### **Quality and Safety**

- Demonstrate a commitment to the delivery of safe and high-quality services.
- Ensure all activities are in accordance with the following standards as applicable to the employee's work area:
  - National Safety and Quality Health Service Standards (organisation wide);
  - Aged Care Standards (Lewington House);
  - Home Care Common Standards (Home and Community Care);
  - Department of Human Services Standards (Disability Support);
  - Royal Australian College of General Practitioners Standards (Medical Centre).
- Demonstrate a focus on partnering with consumers in the planning, delivery and evaluation of services and care, by actively seeking feedback and engaging consumers in their care planning as appropriate to employee role.
- Demonstrate consumer centred care:
  - Under the Aged Care Standards, this means that residents are treated with dignity and respect, are supported to make choices and that interactions with residents are kind, caring and respectful of each resident's identity, culture and diversity.

- Under the National Safety and Quality Health Service Standards this means that patients are supported to make informed decisions, and successfully manage their own health and care.
- In all cases, this includes giving consumers choice about when to let support people, such as family or carers, be involved in their decision-making or make decisions on their behalf.
- Actively participate in the Omeo District Health quality improvement program and accreditation processes against the above standards, as appropriate to employee role.
- Be confidently able to complete an incident report and submit a quality activity in Riskman.
- Be able to identify risks and follow the Omeo District Health Risk Management Policy and procedure.
- Have, or participate in, processes to monitor and evaluate the performance of the services provided by the work area.

### **Professional Development**

- Maintain knowledge required for the performance of the position.
- Attend ODH Mandatory Education Training annually.
- Completes online education training annually

### **Commitment to the organisation's values**

ODH has adopted a common set of values across the organisation and developed associated behaviours around these values. Selection will be based on assessing demonstrated performance of the skills, knowledge, behaviours and other personal qualifications relevant to the role.

### **Key Selection Criteria**

#### Technical expertise

- A demonstrated high level of computer skills and digital literacy (e.g. Microsoft Office)
- Thorough knowledge of relevant health related administrative systems and demonstrated experience in the efficient and timely processing of information
- Ability to maintain systematic and accurate administrative records during normal operation and provide clerical assistance and support during emergencies
- Demonstrated ability to source information and manage the production and formatting of a range of written material including policies and procedures, reports, presentations and correspondence
- Experience in providing secretarial services to committees, including the preparation and distribution of timely, organised, comprehensive and well-presented agenda and meeting packs, drafting of minutes and follow up of action items.
- Proven ability to prioritise and manage time effectively, including management of appointments and consumer inquiries via email, phone or in person (via reception)
- Appropriate records keeping assistance, including secure scanning and filing (hardcopy and electronic)

#### Communication

- Demonstrates excellent written and verbal communication
- Adopts a direct and open communication style
- Ability to convey ideas and information in a concise and clear way
- Effective interaction within ODH and with external stakeholders including other health agencies, professionals and the wider community
- Demonstrated ability to work with confidential and sensitive information
- Ensure appropriate sharing and handover of information to support business continuity and positive patient and business outcomes

#### Teamwork

- Demonstrate commitment to co-operation and a team approach and exhibiting a positive personal contribution to the practice and ODH culture

- Demonstrated experience and the ability to work efficiently with a wide range of individuals to provide executive support and promote efficient and effective service provision.
- Ability to work in a multidisciplinary team in an organisational environment of rapid change.
- Ability to work flexibly and sometimes independently (if required)

#### Continuous improvement

- Demonstrate a commitment to the delivery of safe and high-quality services.
- Welcomes and provides constructive feedback
- Demonstrate expertise or understanding of how to incorporate continuous quality improvement in all aspects of the role and in accordance with ODH policies.

#### **Essential**

- Computer literacy with experience in data management and an advanced skill level in Microsoft Office and SharePoint.
- Formal qualifications and/or experience in Microsoft Office applications
- Executive assistant experience in the health industry, overseeing all responsibilities, including governance and compliance.
- Australian citizen or permanent resident
- Experience and commitment to quality improvement.
- Strong knowledge or experience within the Australian Healthcare Industry
- A demonstrated high level of computer skills and literacy. Experience with client data base programs desirable.
- Demonstrated skills in working to tight timelines and working under pressure in a rapidly changing environment.
- Excellent stakeholder management with the ability to build trusted relationships with the CEO and Board.
- Strong commitment to integrity, ethics, and professionalism, consistently upholding high standards in all actions and decisions.
- Sound judgment, efficient planning, and prioritisation abilities, along with a proactive approach to handling competing work demands.
- Outstanding communication skills, with the ability to clearly convey information, build trust, and nurture positive relationships with all levels of the organisation.
- Ability to work independently and initiate and work in a creative and flexible manner.
- Demonstrated ability to work with confidential and sensitive information.
- Compliant vaccination status or hold a medical exemption
- Current driver's license.
- Current NDIS Worker Screening Check.
- Current Working with Children's Check.

#### **Desirable**

- Experience working within organisational policies and procedures and funding body program guidelines.
- Experience working within a quality improvement environment.
- An accredited qualification in Administration or equivalent relative experience

**Risk Assessment / Job Analysis**

Under Occupational Health and Safety, potential risks associated with this position are detailed below. Employee familiarity and compliance with emergency procedure codes apply to all areas of the organisation.

<b>Aspects of Normal Workplace</b>	<b>Frequency</b>
<u>Work Environment</u> <ul style="list-style-type: none"> <li>• Manage demanding and changing workloads and competing priorities.</li> <li>• Work a fixed roster with the possibility of extended hours.</li> <li>• Sitting at the computer or in meetings for extended periods of time.</li> <li>• Work in a team environment and at times independently.</li> <li>• Work in locations geographically separated from the main facility.</li> </ul>	Continual Continual Continual Continual Occasionally
<u>Work Activity</u> <ul style="list-style-type: none"> <li>• Undertake administrative tasks including intensive computer work, filing, writing, participating in meetings, concentrating for long periods of time</li> <li>• Use of technology including photocopiers, telephones, video equipment, white boards, laminating machines, etc</li> <li>• Undertake manual handling activities (e.g., sit/stand desks, lifting, pulling, pushing, transferring, twisting) on a daily basis.</li> </ul>	Continual  Continual  Occasionally
<u>Work relationships</u> <ul style="list-style-type: none"> <li>• Work within a team environment</li> <li>• Professional interaction with medical, nursing and admin staff</li> <li>• Interact with staff from other hospitals/organisations</li> <li>• Interact with members of the public</li> </ul>	Continual Regularly Regularly Occasionally

**Performance Review:**

Six months after commencement of employment, then annually thereafter.

I, .....

Agree to undertake the duties as specified in the position description, and accept the appointment in accordance with the responsibilities stated above. My signature acknowledges confirmation of the terms and conditions offered.

As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organization's policies and procedures.

Signature: \_\_\_\_\_ Date: ...../...../.....