

POSITION DESCRIPTION

Position Title:	Divisional Personal Assistant and Projects Officer
Business Unit/Department:	Mental Health & Wellbeing Services
Division:	Mental Health & Wellbeing Services
Award/Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification:	HS3
Reports To:	Operations Manager – Specialist Services
Direct Reports:	Nil.
Date Prepared/Updated:	24 February 2025

Position Purpose

Western Health is a major healthcare provider to one of the fastest growing and most diverse regions of Australia. Western Health provides a comprehensive, integrated range of clinical services from acute tertiary services in areas of emergency medicine, intensive care, medical and surgical services, through to sub-acute care and onsite and virtual ambulatory clinics. The health service provides a combination of hospital, community-based and in-reach services to aged, adult and paediatric patients and new-born babies. The service area population is nearing 900,000 employing more than 7000 staff and over 600 volunteers. From 1 July 2023, Western Health assumed strategic and operational service delivery of Mental Health and Wellbeing Services (MHWS).

The Divisional Administrative and Projects Officer is skilled and experienced in supporting the delivery of successful health-related projects and providing high level administrative support.

Reporting to the Operations Manager – Specialist Services, the Divisional Personal Assistant and Projects Officer will provide support to:

- Operations Manager – Specialist Services (line manager)
- Operations Manager – Acute Services
- Operations Manager – Community Services
- Operational Performance and Redesign Manager

Business Unit Overview

The Division of Mental Health and Wellbeing Services spans across multiple Western Health sites and within the local community and services consumers across the lifespan.

The Division has recently been established following a key recommendation from the Royal Commission

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into Victoria's Mental Health System. The Western Health catchment includes the local government municipalities and growth areas of Brimbank, Sunbury, Maribyrnong and Melton.

Our recovery-oriented approach to care is provided by a multidisciplinary workforce comprising skilled clinicians, consumers and carers. These services include hospital based, community and specialist mental health and wellbeing services for adults, older adults, children and adolescents who are experiencing, or are at risk of developing a serious mental illness.

The Division collaborates across all Divisions within Western Health and partners with external health services and community services to ensure the provision of Best Care. The Division aims to innovate and develop services and care options across Western Health to ensure Best Care for the community of Western Melbourne.

Key Responsibilities

Administrative and Projects Officer support for:

- Operations Manager – Specialist Services (line manager)
- Operations Manager – Acute Services
- Operations Manager – Community Services
- Operational Performance and Redesign Manager

Key responsibilities include:

Administrative

Provide efficient, confidential, timely and professional administrative support relating to:

- Business reporting activities
- Management and coordination of operational leave requests and payroll matters via RosterOn
- People and culture administration including but not limited to recruitment administrative tasks via Success Factors (People Hub, Talent Hub)
- Meeting coordination and effective committee secretariat support, including follow up of meeting actions, agendas, minutes, source data, distribution lists etc.
- Timely preparation of presentations, templates and reports for projects and committees for internal and external stakeholders
- Coordinate and support completion of division wide communication such as divisional monthly newsletter, general communication drafting including divisional memos
- Accurate recording and management of KPIs
- Managing the logistics of the office, including room bookings, equipment for meetings and ordering office supplies
- Maintain and update telephone contact lists, email distribution lists and procedure manuals for the MHWS division
- Policy and procedure review coordination and database / register maintenance (for example: risk, incident, capacity, chief psychiatrist)
- SharePoint maintenance, permissions and structure
- Data collection
- Maintain leave register for divisional administrative staff

Organisational

- Promote a collaborative and supportive working environment for clinical and non-clinical staff
- Work within privacy laws and respect diversity, equal opportunity and confidentiality in all areas of work
- Be proactive in identifying and supporting service improvement and innovation
- Identify and participate in training and development opportunities to meet current and future needs of the division and keep up to date with best practice standards

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- Participate in annual Performance Development Planning and identify learning needs
- Participate in training to enhance knowledge and skills
- Ensure own health and well-being and seek assistance if impairment in physical or mental health is impacting on job performance
- Ensure commitment to equity and diversity, occupational health and safety (OHS), risk management and ethical practices
- Work collaboratively with the PA to Divisional Director and Clinical Services Director and provide leave cover and support workflows as agreed by Operations Manager – Specialist Services (as the role's line manager).

Projects:

- Contribute to the implementation, and coordination of projects, including updating and monitoring project plans and coordinating resources, to ensure successful project milestones are met
- Communicate with key stakeholders and coordinate working groups, committees, and consultations to facilitate exchange of information and support project completion in line with project plans
- Report on progress of activity against project plans to relevant Operations Manager (Acute, Community or Specialist) or Operational Performance and Redesign Manager
- Work flexibly and reliably within tight timelines to ensure activities are delivered in line with plan and expectations
- Actively contribute to project risk/issue management by recording and monitoring issues and risks
- Ensure the development and maintenance of systems and procedures to support efficient and effective processes in relation to project documentation, including maintaining appropriate tracking and filing systems, regular monitoring and follow-up of outstanding items
- Ensure compliance with internal governance and approval processes
- Ensure own health and well-being and seek assistance if impairment in physical or mental health is impacting on job performance
- Ensure commitment to equity and diversity, occupational health and safety (OHS), risk management and ethical practices
- Participate and contribute to improvement of policies, procedures and protocols and identify areas of improvement in practice
- Maintain up to date knowledge of policies and procedures as they relate to the given project

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Operations Manager – Specialist Services (line manager)
- Operations Manager – Acute Services
- Operations Manager – Community Services
- Operational Performance and Redesign Manager
- Personal Assistant to Clinical Services Director and Divisional Director
- Divisional Director – MHWS
- Clinical Services Director – MHWS
- Relevant PA and EA staff members across the hospital
- Best Care Governance and Support Team
- Performance Unit
- Support Services
- People and Culture Services
- Facilities/ Maintenance/ Engineering

External:

- Suppliers
- Universities/ education providers

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- Department of health
- Other external services as required

Selection Criteria

Essential

- Experience in project-based work and high-level administrative support in a health care environment
- Highly organised, good time management skills and high attention to detail
- Excellent written and verbal communication skills, stakeholder engagement and facilitation skills
- Advanced working knowledge of Microsoft Office suite (Word, Excel, PowerPoint), Outlook, Adobe, SharePoint
- Demonstrated ability to operate in a fast-moving environment and manage competing priorities
- Experience with data collection and analysis leading to interpretation of data and trends
- Excellent communication and interpersonal skills
- Self-driven and motivated
- Effective in managing time with a high volume of workload and competing timelines
- Effective collaboration skills when working as part of a team or autonomously
- Demonstrated experience and skill in management of a wide range of stakeholders

Desirable

Qualification/s in project management or health administration

Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required

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- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: [Click here to enter the Employee's name.](#)

Employee's Signature: _____ Date: [Click here to enter a date.](#)

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