

## POSITION DESCRIPTION

<b>Position Title:</b>	Personal Assistant
<b>Business Unit/Department:</b>	Medical Services
<b>Division:</b>	Medical Services
<b>Award/Agreement:</b>	Victorian Public Health Sector (Health & Allied Services, Managers & Administrative Workers) Single Interest EA 2021 - 2025
<b>Classification:</b>	Grade 2 (HS2)
<b>Reports To:</b>	Directors of Medical Services
<b>Direct Reports:</b>	N/A
<b>Date Prepared/Updated:</b>	19 June 2024

<p><b>Position Purpose</b></p> <p>The Personal Assistant is an integral member of the Medical Services team and is responsible for providing high level administrative assistance to the Directors of Medical Services (2) and the Director, Medical Workforce, as well as other senior leaders as directed.</p> <p>The Personal Assistant will work closely with the Directors to coordinate calendar and meeting management, business activity and document management, as well as coordinating general office administration and logistics.</p>
<p><b>Business Unit Overview</b></p> <p>The Medical Services Division is responsible for:</p> <ol style="list-style-type: none"> <li>1. Medical Workforce Unit which supports the Junior Medical Staff (JMS) recruitment, administrative rostering, payroll and accreditation with relevant accreditation bodies and Specialty Colleges.</li> <li>2. Medical Education Unit which supports JMS orientation, education and training.</li> <li>3. Senior Medical Staff (SMS) appointments and credentialing processes through the Medical Appointments &amp; Credentialing Committee.</li> <li>4. Office of Research to support clinical and non-clinical research at Western Health.</li> <li>5. Australian Institute for Musculoskeletal Science (AIMSS) a collaborative institute focusing on translational research into musculoskeletal disease.</li> </ol>
<p><b>Key Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Provide efficient, effective and confidential secretarial and administrative support to the Directors of Medical Services (2) and Director, Medical Workforce.</li> <li>• Be the first point of contact for the Directors in managing the office environment and general communications, ensuring consistency, probity, professional and quality control management</li> <li>• Work flexibly and reliably within timelines with minimum direction in a team environment.</li> <li>• Anticipate the needs of the Directors and initiate process improvements to enhance the service delivery for the Division</li> </ul>

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- Filter and prioritise incoming information, correspondence and communications addressed to Directors (via email, post or phone) and ensure appropriate response
- Proactively manage diary commitments, meeting scheduling and associated arrangements for the Directors and ensure appropriate briefings and documentation are provided
- Coordinate and manage meetings as required e.g. room bookings and room preparation, meeting invitations, preparation/distribution of agenda and minutes, collating presentations and reports, and general logistics
- Ensure that relevant systems and databases dealing with patient and/or other information are maintained in accordance with organisational guidelines as outlined by departmental and organisational policy and procedures
- Provide systematic and accurate maintenance of records, including documents relating to finances, general business, meetings and projects
- Draft and prepare reports, presentations, letters, memos and other documents as appropriate
- Assist with recruitment processes as required
- Prepare and process invoices in a timely manner
- Work collaboratively with team members to achieve desired outcomes for the Division through effective communication and exchange of information
- Provide support to team members and colleagues where required and seek clarification when presented with unfamiliar and/or difficult situations
- Identify opportunities for system/process improvement and problem-solve in consultation with relevant stakeholder(s)
- Perform other general administrative duties as required/directed.

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:

- Chief Medical Officer
- Executive Directors
- Deputy Chief Operating Officers
- Divisional Directors
- Clinical Services Directors
- Director, Medical Education
- Director, Physician Education
- Director, Officer for Research
- Director, Simulation Program
- Chief Medical Informatics Officer
- Head of Units
- Senior and Junior Medical Staff
- Executive and Personal Assistants
- Finance team members
- People and Culture team members
- Other Administrative team members

#### External:

- Department of Health
- Postgraduate Medical Council of Victoria
- Universities
- Specialist Colleges
- Other health services/healthcare providers

### Selection Criteria

#### Essential:

- Demonstrated Personal Assistant experience and/or extensive administration support experience
- Demonstrated ability to prioritise tasks and meeting time constraints in a dynamic environment

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- Well-developed organisation and time management skills
- Highly developed interpersonal skills and commitment to customer service excellence
- High level of attention to detail and accuracy
- Ability to work autonomously and collaboratively within a team
- Demonstrated initiative, discretion, confidentiality, and judgement
- Proficient in Microsoft Office Suite, software systems and video call platforms
- Ability to adapt and be flexible to change

**Desirable:**

- Relevant secretarial and/or administration qualification/s
- Previous experience in a medical workforce or healthcare environment

**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
- 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
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- 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

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*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: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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