

POSITION DESCRIPTION

Position Title:	Personal Assistant
Directorate:	Nursing & Midwifery
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 2 – Level 1 to Level 5 (HS2 to HS21)
Reports To:	Executive Assistant to Executive Director of Nursing & Midwifery
Direct Reports:	N/A
Date Prepared/Updated:	25 March 2026

Position Purpose
<p>The Personal Assistant role is pivotal in supporting the strategic, professional, and operational priorities of the Directors of Nursing & Midwifery (DONM), and, when possible, the Assistant Director of Nursing & Midwifery (ADONM) team at Western Health. This role provides high-level executive support to senior nursing leadership, ensuring administrative and coordination functions are delivered efficiently, professionally, accurately, and with discretion.</p> <p>The role requires a proactive and detail-oriented individual who can anticipate needs, manage competing priorities, and resolve issues independently. Exceptional communication, organisational, and stakeholder engagement skills are essential. By supporting senior leader functions and advancing leadership development initiatives, the position contributes significantly to Western Health's commitment to nursing and midwifery excellence, workforce capability, and a culture of continuous improvement and innovation.</p>
Business Unit Overview
<p>The Nursing and Midwifery Directorate provides leadership to Western Health's nursing and midwifery workforce, supporting professional practice ensuring innovative evidence-based nursing/midwifery care to Western Health care recipients. The Directors of Nursing and Midwifery (DONMs) provide strategic, professional and operational advice to the Executive and Divisions on nursing and midwifery professional needs in line with the organisation's strategic priorities.</p> <p>The DEDONM and DONMs are based at and have designated senior nursing/midwifery site management responsibilities for all Western Health sites. The DONMs are also the senior nursing and midwifery leaders of one or more of Western Health's operational Divisions. Additionally, the Directors of Nursing & Midwifery have organisational portfolios, including being the lead for each of the 8 National Safety and Quality Health Service (NSQHS) Standards.</p> <p>The Assistant Directors of Nursing & Midwifery (ADONM's) support the Directors of Nursing and Midwifery through the leadership of portfolio-based priorities and project work.</p>
Western Health Values: Compassion, Accountability, Respect, Excellence & Safety

Our Vision

**Together, we deliver the healthcare of the future.
Providing the Best Care for the people of the West, in the right place and at the right time**

Western Health aspires to be a values-driven organisation and all employees are required to model the following values in their day-to-day tasks:

- Compassion – consistently acting with empathy and integrity
- Accountability – empowering our staff to serve our community
- Respect – for the rights, beliefs and choice of every individual
- Excellence – inspiring and motivating innovation and achievement
- Safety – working in an open, honest and safe environment

Western Health Focus: 'Best Care'

At Western Health we are committed to high quality, safe and person centred patient care. The Western Health framework for Quality, Safety and clinical governance describes a vision for 'Best Care' for all Western Health patients and consumers.

Key Responsibilities

- Acting as the first point of contact, dealing with correspondence and phone calls
- Ensure confidentiality at all times.
- Proactive diary management and forward planning in the co-ordination of meeting schedules, travel and booking of offices and meeting rooms.
- Management of meetings and programs. For example:
 - drafting agenda's
 - preparation, taking, and distribution of agendas and minutes
 - room bookings and room preparation including IT set-up and catering
 - maintaining project progress reports and files
 - assisting DEDONM / DONM with meeting actions
- Act with initiative and autonomy to proactively anticipate needs, manage competing priorities, and resolve issues independently while taking ownership of tasks without the need for constant direction.
- General administration duties such as letters, reports, power point presentations and excel spreadsheets and other ad hoc administrative duties.
- Coordination of recruitment including advertising within PeopleHub, scheduling of interview panel and candidates, preparation of interview documentation and other interview logistics.
- Support the onboarding, orientation and offboarding of staff members within the team.
- Ensure site arrangements are made for recognition of memorial days and other site events (ANZAC, Remembrance Day, Christmas staff lunches, Nursing & Midwifery events, etc), reward and recognition initiatives.
- Coordinate business activity and communications within the physical environment.
- Maintain the current digital records for ongoing meetings, general service documents, and projects.
- General office management including – maintaining and ordering office supplies and aiding visitors in the office and planning of any workshops /events etc.
- Accurate recording and management of rosters, leave requests, performance development plans and other KPI's.
- Develop and sustain a level of professionalism amongst suppliers, staff and clientele.
- Collation, development & maintenance of reporting and monitoring deadlines.
- Assist with project management as required and development of presentations and project documents.
- Coordination of travel arrangements
- Effective use of Microsoft 365, videoconferencing, webinars, SharePoint and intranet
- May be required to act as OHS representation and fire warden for the area.
- Participate in annual Performance Development Planning and identify learning needs
- May be required to deputise for the Executive Assistant, Nursing & Midwifery during periods of leave.

This role may be required to work across sites of Sunshine, Footscray, Williamstown, Sunbury, Bacchus Marsh and Melton with each Personal Assistant expected to regularly attend the site(s) of their respective DONM -typically on a weekly basis. For example: DONM Footscray (Footscray), DONM

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Sunshine (Sunshine), DONM Bacchus Marsh (Bacchus Marsh), DONM Melton (Melton), DONM Williamstown (Williamstown), DONM Custodial Health (DPFC or Sunshine), DONM Sunbury (Sunbury) and DON Mental Health (Sunshine).

The role is expected to work in partnership and collaboratively with their Manager and other Nursing & Midwifery Personal Assistants to ensure that the administrative support requirements of the Directorate are met and workload is evenly distributed.

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:

- Executive Assistant Nursing & Midwifery (Manager)
- Deputy Executive Director of Nursing & Midwifery
- Directors of Nursing & Midwifery
- Personal Assistants
- Associate Directors of Nursing & Midwifery
- Divisional Directors
- Operations Managers
- Nurse and Midwifery Unit Managers
- Senior Nurses & Midwives
- People and Culture Business Partners
- Education & Learning Unit
- Best Care Governance & Support Division
- Support Services

External:

- Nursing & Midwifery Leadership Program facilitators
- Professional Nursing and Midwifery organisations and associations
- External contractors and suppliers as required
- Representatives of government departments and agencies

Selection Criteria

Essential:

- Relevant business qualification to degree level and/or extensive experience in secretarial/administrative/management role, minimum four (4) years
- Demonstrated ability to manage, prioritise and organise self and others effectively.
- Highly developed organisational skills and high level of accuracy in all aspects of work to meet multiple deadlines.
- Demonstrated ability to maintain confidentiality and ensure the secure handling of sensitive information at all times.
- High levels of tact and discretion when dealing with multiple contacts and potentially sensitive and confidential matters
- Capacity to develop & maintain positive relationship and a maturity to handle a range of situations.
- High level of communication skills including interpersonal, written and oral.
- Understanding of project methodology and processes
- Excellent computer skills (proficient in Microsoft Office), proactive diary management & ability to learn new programs efficiently.
- Experience dealing with the complexities of a large diverse organisation.
- Demonstrated commitment to customer focused service.
- A willing and positive attitude with a 'can do' approach.

Desirable:

- A Business/office administration qualification.
- Previous experience in the healthcare sector.

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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), Occupational Health and Safety (Psychological Health) Regulations 2025, 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, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022
- 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

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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