

## POSITION DESCRIPTION

<b>Position Title:</b>	Executive Assistant
<b>Business Unit/Department:</b>	Executive Office
<b>Division:</b>	Executive Office
<b>Award/Agreement:</b>	Health and Allied Services, Managers and Administrative Workers Enterprise Agreement 2021-2025
<b>Classification:</b>	HS3
<b>Reports To:</b>	Executive Director, Strategic Planning & Corporate Governance, Chief Financial Officer
<b>Date Prepared/Updated:</b>	12th May 2025

<b>Position Purpose</b>
<p>The Executive Assistant has a dual reporting arrangement. The Executive Assistant reports professionally to their designated Executive Director and operationally to the Director of Employee Relations, Business Partnerships and Injury Management.</p> <p>To the designated Executive Director the EA role will provide a full range of confidential superior executive support and administrative services. The Executive Assistant is required to interact with key stakeholders, both internal and external, compile, develop and distribute correspondence and papers, and co ordinate the effective and efficient operations of the Executive Director's division.</p> <p>The role supports the other Executive Directors by providing efficient office systems and effective administrative support as required from time to time.</p> <p>Challenges and priorities for this role include the following:</p> <ul style="list-style-type: none"> <li>• Providing a streamlined, efficient and level of quality in the office deliverables</li> <li>• Ensure comprehensive customer service</li> <li>• Develop and support monitoring / reporting systems that assist Executive Director decision making</li> <li>• To work in partnership with the Executive Director in achieving WH operational and strategic priorities.</li> <li>• Maintaining excellent standards of service in a high pressure work environment requiring tact, judgement and discretion</li> <li>• Work collaboratively with other Executive Assistants in a team based approach to assist in covering planning and unplanned absences as well as workload issues.</li> <li>• Accountable for contributing to a healthy and safe working environment</li> </ul>
<b>Key Responsibilities</b>
<p><i>Provide responsive, appropriate and effective services to ensure a safe and positive patient experience:</i></p> <ul style="list-style-type: none"> <li>• Be the first point of contact for the Office of the ED and the Division in managing the office environment, general communications to divisional employees, and all other forms of communication, ensuring consistency, probity, professional and quality control management</li> </ul>

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- Work flexibly and reliably within tight timelines with minimum direction in a team environment Anticipate needs of the ED and initiate process improvements to enhance the service delivery for the Division
- 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 procedure
- Ensure that all duties are performed in accordance with Western Health policies and procedures
- Comply with confidentiality obligations in regards to patients, significant others and employees.

### **People and Culture**

*Focus on achieving performance excellence by leading and modelling the Western Health values in all that you do:*

- Work co-operatively and effectively with employees within the Division and throughout the organisation, and provide a range of services to support the level of high profile work
- Deliver exemplary customer service to internal and external stakeholders interacting with the Division
- Take support role or leadership role in specific projects to develop and implement within the organisation
- Participate in personal annual performance development planning and reviews to identify learning and development needs and progresses towards achievement
- Recognise and report adverse events/faulty equipment immediately or as soon as practically possible after the event has occurred through BEAMS
- Ensure commitment to equity and diversity, occupational health and safety (OHS), risk management and ethical practices
- Take a problem solving approach to conflict situations and recognise the need to escalate situations to the manager/supervisor for attention as appropriate
- Ensure own health and well-being and seek assistance if impairment in physical or mental health is impacting on job performance
- Maintain up to date knowledge of policies and procedures as they relate to administrative services
- Actively seek feedback from staff regarding the quality of your practice
- Undertake duties in a courteous and approachable manner

### **Community and Partnership**

*Build and promote relationships that respect our culturally diverse community and colleagues and enhance the patient experience:*

- Ensure a professional manner to all employees, patients and their visitors at all times by providing clear and concise communication with all parties and participate in activities to improve or develop relationships with internal or external stakeholders
- Work collaboratively with team members to achieve desired outcomes for the business unit through effective communication, exchange of information and attendance and participation in team meetings
- Function as a minute secretary for Executive Meetings, accurately record minutes and circulate all securely filed minutes and other meeting papers
- Provide support to employees and colleagues within the business unit where required and seek clarification when presented with unfamiliar or difficult situations
- Actively seek feedback from employees regarding the quality of your practice.

### **Research and Learning**

*Participate in research and professional development opportunities to promote a culture of learning:*

- Support and contribute to continuous improvement through quality improvement and research projects, which may include participating in organisational committees/working groups
- Participate and contribute to improvement of policies, procedures and protocols and identify areas of improvement in practice
- Participate in professional development and continuing education activities
- Maintain up to date knowledge of policies and procedures as they relate.

### **Self-sufficiency and Sustainability**

*Contribute to the delivery of the Operational Plan requirements of your Department/Division through efficient and effective utilisation of time, resources and equipment:*

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- Filter and prioritise incoming information, correspondence and communications addressed to ED (via email, post, phone) and ensure appropriate response
- Manage diary commitments, meetings scheduling and associated arrangements for ED and ensure appropriate briefings and documentation are provided
- Be responsible for the preparation of agendas, including compiling and distributing meeting papers and coordination of meeting dates, times, venues and catering
- Ensure the development and maintenance of systems and procedures to support efficient and effective processes in relation to correspondence and briefings, including maintaining appropriate tracking and filing systems, regular monitoring and follow-up of outstanding items
- Administer the office of the ED cost centre budget and financial transactions
- Coordinate and ensure all stationery and office equipment is maintained at sufficient levels to ensure the smooth operations of the department whilst assessing and implementing the most cost effective management of supplies and materials used
- Identify and communicate potential sources of waste minimisation
- Be responsible for the care and maintenance of equipment and ensure that faulty equipment is reported promptly.
- Competently uses technology skills including experience with word processing, spreadsheet and database software and electronic communications to manage, capture and retrieve information on the business unit's activities
- Maintain an acceptable level of attendance and adhere to Western Health policies and procedures pertaining to annual leave, sick leave and other leave as appropriate which should be authorised by the Director of Employee Relations, Business Partnerships and Injury Management in the first instance and then discussed with the ED.
- Ensure all relevant documentation is assembled and checked for quality before each meeting / appointment
- Management of workflow and information from each of the direct reports to Executive Directors and ensure all deadlines are met and quality of information if appropriate for distribution
- Maintain records, registers and filing of correspondence for immediate electronic access
- Draft and prepare reports, slide presentations, letters, memo and other documents as appropriate
- Event Management
- Set up presentation devices including video, teleconferencing and data projector equipment
- Prepare variations, position descriptions and vacancies using the online recruitment system eRecruit
- Prepare and process invoices in a timely manner
- Perform other general administrative duties as required/directed

### Key Working Relationships

#### Internal:

- Nursing, medical and ancillary employees
- Administrative employees
- Hospital Departments
- Paramedical Employees
- Chief Executive
- Members of the Executive / Divisional Directors / Directors
- Director Nursing and Midwifery
- Casual Work Force Manager
- Executive Assistants
- Quality Managers
- Community Staff
- Allied Health Staff
- Service Planning Division

#### External:

- Patients, Visitors and their significant others
- External contractors and suppliers as required
- Representatives of government departments and agencies

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<b>Selection Criteria</b>
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Relevant business qualification to degree level and/or equivalent experience</li> <li>• Extensive experience in a Executive Assistant or Executive Officer role in similar organisation</li> <li>• Experience dealing with the complexities of a large diverse organisation</li> <li>• Highly developed organisational skills and high level of accuracy in all aspects of work to meet deadlines</li> <li>• Capacity to work under pressure and balance competing priorities</li> <li>• High level of communication skills including interpersonal, written and oral</li> <li>• Excellent computer and keyboard skills with a high level of proficiency including advance Microsoft Office</li> <li>• Demonstrated ability to manage, prioritise and organise self and others effectively</li> <li>• Effective business user of M/S Office suite of applications</li> <li>• Good attention to detail and ability to manage multiple priorities</li> <li>• High levels of tact and discretion when dealing with multiple contacts and potentially sensitive and confidential matters</li> <li>• Demonstrated commitment to customer focused service</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Tertiary or a relevant secretarial qualification</li> <li>• Previous experience in the healthcare sector</li> </ul> <p><b>Someone well-suited to the role will place a high value on the following:</b></p> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Open discussion</li> <li>• Team oriented</li> <li>• Valuing the contribution of individuals</li> <li>• Pro-active management to achieve outcomes</li> <li>• Supporting the CE with adequate information for decision making</li> <li>• A commitment to contribute within the Health Service</li> <li>•</li> </ul>
<b>Additional Requirements</b>
<p>All employees are required to:</p> <ul style="list-style-type: none"> <li>• Obtain a police / criminal history check prior to employment</li> <li>• Obtain a working with children check prior to employment (if requested)</li> <li>• Obtain an Immunisation Health Clearance prior to employment</li> <li>• Report to management any criminal charges or convictions you receive during the course of your employment</li> <li>• Comply with relevant Western Health clinical and administrative policies and guidelines.</li> <li>• Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures</li> <li>• 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</li> <li>• 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</li> <li>• 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</li> <li>• 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),</li> </ul>

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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

*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:

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Date:

[Click here to enter a date.](#)

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