

POSITION DESCRIPTION

Position Title:	Administrative Assistant, Emergency Medicine Program
Business Unit/Department:	Emergency Medicine Program
Division:	Emergency Medicine and Intensive Care Services
Award/Agreement:	Health & Allied, Admin Officers and Managers
Classification:	HS2
Reports To:	Operations Managers – Emergency Medicine
Direct Reports:	Nil
Date Prepared/Updated:	30 May 2025

Position Purpose
<p>This position is responsible for providing administrative support to the Emergency Medicine Program at Western Health, specifically supporting the Director of the Urgent Care Centres, Operations Manager and the Clinical Leads of Williamstown ED, as well as providing general medical workforce support to the Division. The position will also assist across the other Emergency Departments as required.</p>
Business Unit Overview
<p>The Division of Emergency Medicine and Intensive Care Services is divided into three service streams:</p> <ul style="list-style-type: none"> • Emergency Medicine • Urgent Care Centres • Intensive Care Unit/s <p>Within the service streams above, the Division has three emergency departments, two urgent care centres and two intensive care units.</p> <p>The Division of Emergency Medicine and Intensive Care Services is committed to innovation and the development of services and treatment of groups across Western Health to ensure Best Care for the community of Western Melbourne. The Divisional Director (DD) and the Clinical Services Director (CSD) function in partnership to provide leadership and clinical, operational and financial governance to the Division of Emergency Medicine and Intensive Care, ensuring the efficient and effective delivery of Best Care within allocated resources.</p>
Key Responsibilities
<p>This position provides administrative support to the Emergency Medicine Program within the Division of Emergency Medicine and Intensive Care Services.</p> <p>Activities include but are not limited to:</p>

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A. Executive Support to the Director/Clinical Leads/Operations Manager

- Diary management, schedule meetings and coordinate appointments
- Prepare agendas, take minutes and follow up on action items from departmental meetings
- Draft and proofread correspondence, reports and presentations on behalf of the Director/Clinical Leads

B. Departmental Coordination

- Serve as a liaison between the Director/Clinical Leads/Operations Manager and other hospital departments, staff or external stakeholders
- Coordinate logistics for ED staff meetings, education sessions and events and special projects
- Ensure compliance with departmental policies and hospital-wide administrative procedures

C. Workforce support

- Assist with leave planning and management
- Assist with roster scheduling, RosterOn and timesheet management
- Assist with organising orientation and induction of new medical staff
- Assist with recruitment, including organising interviews and associated paperwork
- Liaise with Medical Workforce Unit regarding rosters, leave and vacancies
- Scheduling of annual performance development reviews for Senior Medical Staff
- Assist with monitoring mandatory training completion for Senior Medical Staff
- Review locum invoicing against rosters to ensure accuracy

D. General administration

- Records management
- Effective use of Microsoft Outlook, Word, Excel, PowerPoint, videoconferencing, webinars, intranet page management and RosterOn to support educational and administrative activities if the ED.
- Data entry and assistance with preparation of performance, quality and safety reports
- Ordering of office supplies
- Manage post – in and out

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:

- Director of UCC
- Clinical Leads at WTN ED
- Operations Managers
- Nurse Unit Manager/Associate Nurse Unit Managers in UCC and WTN ED
- Medical Workforce Unit
- Clerical teams
- People and Culture
- Executive Assistants and other Personal Assistants
- Finance (Business Analysts, payroll, accounts payable, roster on)
- Digital Technology Support (DTS) staff

External:

- Staff from other Health Services
- Locum and recruitment services
- Payroll services (part of Shared Services)

Selection Criteria

Essential:

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- Previous administrative experience in a health care environment, particularly across campuses and working with more than one Director at a time.
- Demonstrated history of working effectively and professionally within a team
- Demonstrated history of completing tasks with minimal supervision
- Proficiency in Microsoft Office (Word, Excel, PowerPoint and Outlook), SharePoint and MS Teams
- Demonstrated history of prioritizing work and negotiating competing priorities
- Demonstrated history of analysing and resolving, or working with others to resolve, problems.
- Proven ability to effectively communicate, verbally and in writing, with a diverse range of individuals within the workplace
- Highly developed organisational skills

Desirable:

- A knowledge of medical terminology
- Flexibility in work locations
- A business/office administration qualification

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
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, 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
- 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
- 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>I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.</i>			
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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