

# Position Description

<b>Position Title</b>	Executive Officer
<b>Division</b>	Corporate Services
<b>Classification Grade and Level</b>	Grade 6
<b>Enterprise Agreement / Award</b>	Health and Allied, Managers and Administrators HSUA 1 & 5 2016 – 2020
<b>Employment Terms</b>	Full Time, Permanent (1.0)
<b>Reports To</b>	CEO
<b>Ordinary Location</b>	23 Lennox Street, Richmond
<b>Vaccination Status</b>	Current and compliant with the Victorian Health Care

## Organisation Profile

**North Richmond Community Health (NRCH)** is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. With the recent addition of Victoria's first Medically Supervised Injecting Room, NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs, and improving their quality of life.

NRCH provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

Website Information: [www.nrch.com.au](http://www.nrch.com.au)

## Position Purpose

The position is responsible for the management and delivery of general and executive administrative services within the CEO and Executive Office, to support the achievement of operational, organisational and strategic objectives by providing professional, high level administrative support to the CEO and Executive. The position also provides executive administrative support to the NRCH Board and all Board Committees.

The position has two direct reports: EA to CEO and Executive and Administrative Assistant to the Executive Office.

## Key Responsibilities/Skills

- Provide executive support to the CEO
- Establish and maintain key linkages and liaison across the organisation to ensure a high quality and consistent approach to service delivery
- Manage communications including briefings, reports and submissions with internal and external stakeholders
- Act as the Executive point of contact, liaise with stakeholders and action requests to coordinate communication and proactively ensure responses meet deadlines
- Provide issues management and support, responding to emerging issues to ensure effective resolution with minimal risk to the organisation

- Lead and/or contribute to projects to support the achievement of organisation level strategic and operational objectives
- Develop and oversee the implementation and evaluation of administrative practices, systems and procedures to optimise efficiency and support the achievement of quality outcomes
- Monitor and report on strategic, operational and project plans to inform decision making.
- Assist to identify and implement effective document management processes for company information and contribute to maintenance, archiving and retrieval of company records
- Contribute to company-wide communications such as newsletters, internal email updates, stakeholder and partner updates, and company intranet/internet content
- Manage projects as determined by the CEO
- Assist in coordinating *ad hoc* community meetings

### **Board Support**

- Coordinate administrative tasks for board meetings, including preparation of papers prior to meeting, taking minutes, sending follow up correspondence, filing paperwork and following up on assigned tasks
- Handle all board and organisational membership and registrations as required
- Assist in inducting new Board members
- Ensure board functions effectively in provision of training, development and expertise
- Ensure language requirements are catered for at public and board meetings
- Assist in preparation of reports, AGM and other community meetings as required by the Board

## **Key Capabilities**

### **Communication:**

- The ability to present information clearly and persuasively and seek out the ideas and views of others.
- The capacity to communicate appropriately in a variety of settings, while being consistently professional, concise and engaging.
- The ability to present well-constructed written communication.

### **Decision making:**

- The ability to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks.
- Solutions focussed approach to problem solving.

### **Leadership:**

- The ability to inspire and guide individuals including the meaningful link between NRCH's Strategic plan and the individual's role in day to day operations.
- The ability to build capacity within the team s to develop and strengthen specific knowledge and skills needed to provide quality client care and promote self-responsibility for learning.

### **Teamwork:**

- The ability to collaborate with colleagues to seek solutions that are beneficial to all groups as well as forge successful teams among individuals with diverse perspectives and skills.

**Action Management:**

- Ensure the timely delivery of initiatives, prioritise issues and organize activities to optimize outcomes.

**Interpersonal Relations:**

- Understand the importance of fostering positive relationships with co-workers and relevant external organizations.
- Treat all stakeholders with dignity, respect and fairness. Strive to alleviate any negative impact of decisions on people.
- Deal with differences of opinion fairly before they escalate into conflict and seek common ground among individuals when opinions differ.

**Client Focus:**

- The ability to identify and respond to the needs of the community.
- An understanding of the social model of health, clients’ rights and responsibilities, health promotion and community participation concepts and the ability to integrate these concepts into action within the Program.
- Actively implements and seeks client feedback in line with organisational Client Feedback policy.
- Engages consumers in planning, design, delivery and measurement and evaluation of systems and services.

**Personal:**

- At all times, maintain a standard of conduct, reflective of the NRCH Code of Conduct, and those of relevant professional codes.
- Set annual goals for themselves in conjunction with the General Manager and participates in their own annual Performance Management.
- Maintain an effective personal professional development plan.

**Qualifications**

Essential	Tertiary qualifications in a relevant discipline (e.g. Business, Management, public sector administration) and/or several years of relevant experience.
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**Experience**

Essential	<p>Demonstrated skills and experience in the delivery of quality administrative support at an executive level, including research, investigation, analysis and preparation of high-quality complex reports</p> <p>Highly developed verbal and written communication skills</p> <p>Experience in preparing briefing papers, memos and general correspondence</p> <p>Demonstrated ability to develop and work within collaborative teams to achieve organisational objectives.</p> <p>Strong computer skills including, but not limited to, MS Office applications; together with demonstrated knowledge of current and emerging business support technologies</p> <p>Demonstrated skills in the planning, management and delivery of projects</p>
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	Current Drivers Licence and Police Check.
<p><b>Appointment is subject to:</b></p> <ul style="list-style-type: none"> <li>• Successful National Police Check and International Police Check, if applicable.</li> <li>• Evidence of current Working with Children check</li> </ul> <p><b>Physical Demands of the role:</b></p> <ul style="list-style-type: none"> <li>• Sitting for long periods of time</li> <li>• Frequent walking and moving through stairs in the building</li> <li>• Ability to work in Moderate Stress;</li> <li>• Ability to adapt to change in the work place;</li> <li>• Working with clients who are distressed / Uncooperative / Unpredictable.</li> </ul>	

### Internal Training Requirements

Topic	Timeframe for completion
NRCH Code of Conduct	3 months
Bullying and Harassment for Leaders	3 months
Cultural Competency	3 months
Hand Hygiene	3 months
Child Safety	3 months
Social Media	3 months
Cybersecurity	3 months
Occupational Health and Safety	3 months
Conflict Negotiation	3 months
Aboriginal Cultural Safety	3 months

#### All NRCH appointments must:

- Conduct themselves in a manner consistent with organisation's Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
- Create and provide a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child's safety. If you believe a child is at immediate risk of abuse contact 000.
- Participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.

- Contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to NRCH infection control policies and procedures.
- Present for work on time, and follow notification guidelines when ill or late for work or applying for leave.
- Be subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
- Participate in annual performance reviews where all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
- Participate in NRCH Accreditation processes as required;
- Work in the guidelines of the NRCH smoke-free environment, including within vehicles.
- Be willing to perform other duties as directed, in accordance with training, skills and experience.

**Further Information**

For enquiries relating to this position, contact Human Resources on [workforus@nrch.com.au](mailto:workforus@nrch.com.au).

*I understand and have read the above Position Requirements and hereby declare that I am:*

- 1. suitably qualified and experienced to undertake the duties described herein; and*
- 2. physically able to undertake the duties herein described without modification.*

\_\_\_\_\_  
**SIGNATURE**  
**[INSERT NAME]:**

\_\_\_\_/\_\_\_\_/\_\_\_\_  
**DATE:**

## Job Demands Checklist

North Richmond Community Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:	
<b>I = Infrequent</b>	Activity may be required very infrequently
<b>O = Occasional</b>	Activity required occasionally, not necessarily all shifts
<b>F = Frequent</b>	Activity required most shifts, up to 50% of the time
<b>C = Constant</b>	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
<b>N/A = Not Applicable</b>	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
<b>Physical Demands</b>						
Sitting	Remain seated to perform tasks				x	
Standing	Remain standing to perform tasks				x	
Walking	Periods of walking required to perform tasks				x	
Bending	Forward bending from waist to perform tasks		x			
Kneeling	Remaining in a kneeling position to perform tasks	x				
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying		x			
	Assisted lifting (mechanical, equipment, person assist)	x				
Climbing, Working at Heights	Ascending and descending ladders, steps, scaffolding					x
Pushing/ Pulling	Moving objects e.g. trolleys, beds, wheelchairs	x				
Reaching	Arms fully extended forward or raised above shoulder	x				
Crouching	Adopting a crouching posture to perform tasks					x
Foot Movement	Use of leg and/or foot to operate machinery					x
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/ Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding				x	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands	x				
Driving	Operating a motor vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc.		x			
Using role specific tools/equipment	Floor Polishing Machines, Floor Scrubbing Machines and Vacuums					x

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
<b>Psychosocial Demands</b>						
Distressed People	Highly emotional people crying, upset, unhappy, depressed. Eg. Emergency or grief situations			x		
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, arguing. Eg. Drug/alcohol, dementia, mental illness			x		
Exposure to Distressing Situations	Eg. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
<b>Environmental Demands</b>						
Security Concerns	Concerns about safety and security of self, accessing and leaving work, performing duties		x			
Noise	Environmental/background noise necessitates people raising their voice to be heard		x			
Confined Spaces	An enclosed or partially enclosed space that is not designed or intended primarily to be occupied by a person					x
Biological Hazards	Eg. Exposure to body fluids, bacteria, infection diseases requiring PPE	x				