

Position Description – Executive Assistant Health and Wellbeing Team



Position Title	Executive Assistant to the Executive Manager Health and Wellbeing Team		
Department	Health and Wellbeing Services Team		
Reporting Manager	Executive Manager Health and Wellbeing Team	Employment Status	Full-time
Award	Aboriginal Community Controlled Health Services (2010)	Classification level	Administrative grade 6 level 5

ROLE PURPOSE

The purpose of this role is to:

- 1) Ensure the smooth running of the office of the Executive Manager of Health and Wellbeing Team;
- 2) Confirm timely delivery of Reports from Managers to you;
- 3) Act as the Secretariat for Management Team Meetings and attend Team Meetings
- 4) Coordinate on behalf of the EM of H&W Team with internal and external stakeholders.

This position exists to provide administrative assistance to Executive Manager of the Health and Wellbeing Team in a friendly and culturally sensitive first point of contact for all visitors to Rumbalara, as applicable.

General Description of the Role

We are looking for a new Executive Assistant to support our Executive Manager and work with our senior team. You will manage mostly business-related tasks for the team such as creating reports, organizing travel and accommodation, taking minutes, and other organizational tasks. To do this role properly you should have a detailed understanding of the full Microsoft Office suite, be extremely fast at solving problems and have experience as an executive or administration assistant in the past.

KEY SELECTION CRITERIA

- Excellent administration and multi-tasking skills
- Excellent written and verbal communication skills
- Ability to prioritise workload and manage time effectively to meet deadlines
- Well-developed computer skills with a good knowledge of Microsoft Word, Excel and Power Point
- Ability to maintain a high level of confidentiality
- The ability to work in a team environment
- Minimum qualifications relevant to the position

Criteria for Manager of the office of the Executive Manager of the Health and Wellbeing Team

- Manage the office of the Executive Manager of the Health and Wellbeing Team
- Provide administrative support to the Executive Manager of the Health and Wellbeing Team to ensure continued growth and success of the Health and Wellbeing Team
- The demonstrated use, administration and support of an electronic patient information management and recall system within a windows environment Demonstrated skills in preparation of reports, policies, procedures and manuals
- Ability to operate multi-line telephone system and deal with incoming calls and queries
- Demonstrated ability to interact positively, courteously and helpfully with a wide variety of people
- Accurate documentation preparation and presentation
- Proven ability and experience in taking appointments and maintaining a diary for executive management

KEY RESPONSIBILITIES

1. Communications

- Confidently express self in a clear and concise manner using appropriate language both orally and in writing
- Listen carefully to others and check to ensure understanding
- Identify and convey information to different audiences

2. Technical Capabilities

- General office support to the team and service area, where required
- Answer all incoming calls, redirect calls to appropriate staff and take messages as required
- Order office supplies and staff amenities
- Attend Management Team and Team Staff Meetings and act as the Secretariat to:
 - 1) take Minutes;
 - 2) set Agendas; and
 - 3) coordinate reports and documents required for meetings;
 - 4) provide correspondence from previous meetings, where applicable
- Processing incoming and outgoing mail, wherever applicable
- Perform and complete any reasonable duties relevant to the position as requested by the Executive Manager RAC
- Assist with the submission to Board Packages to CEOs office prior to the next board meeting in conjunction with the CEOs office.
- Work with the Executive Manager of the Health and Wellbeing Team to ensure the effective and efficient function of the Office of the EMs and the activities of the EM
- Coordinate the EM to ensure that actions from meetings are carried out.
- Provide direct administrative assistance and support (maintain appointments / diaries) for the EM
- Take minutes of staff meeting, process and circulate them, as appropriate

2. Behavioural Capabilities

- Facilitate on-time task completion by using appropriate resources effectively
- Identify issues/problems as they occur and suggest solutions
- Commit to achieving quality outcomes
- Adapt to changing environment
- Document and maintain accurate records
- Act at all times to protect the right of the clients, including culture, confidentiality, privacy, individual choice and decision-making
- Demonstrate commitment to the Co-operative's values and behaviours - serve the community, work together, act with integrity and respect other people (a copy of this is available to view)
- Provide support and proactively engage with the clients and broader community
- Establish and maintain relationships with clients, community and Rumbalara staff and team members

3. Administrative Capabilities

- Attend staff meetings
- Submit accurate timesheets and claim forms (if applicable) in a timely manner
- Participate in service training programs as organised by Rumbalara and / or any other training to upgrade skills
- Ensure that all statistical data / record-keeping and other documentation are completed and forwarded on time
- Follow correct policy and procedure directions at all times and raise directions with EM
- Contribute to and support the organisation's systems and processes for managing safety, quality and risk; observe and report hazardous situations or behaviours
- Contribute and work with the EM to develop, implement and review the Health and Wellbeing Clinical Governance Framework and COVIDSafe guidelines
- Support and work with the EM to support the Transformation Plan over the next 12-month period
- Maintain appropriate discretion on certain matters and projects in order to support the Team
- Support the administrative coordination of Performance Reviews for the Team

4. Productive working relationships

- Actively participate in team and other sections
- Share information, ensuring others are kept informed of issues
- Treat people with respect and courtesy
- Accept different opinions and value diversity

5. Achieves Results

- Facilitate on-time task completion by using appropriate resources effectively
- Identify issues/problems as they occur and suggest solutions
- Commit to achieving quality outcomes

- Adapt to changing environment
- Document and maintain accurate records

EMPLOYMENT CONDITIONS

- All staff are required to sign a confidentiality agreement on appointment to the organisation
- Probationary / qualifying periods apply to new employees.
- All staff are required to adhere to the Code of Conduct of the Co-operative (available to view)
- All staff are required to follow the policies and procedures to the department and the Co-operative (manuals are available to view)
- A commitment to equal opportunity and Occupational Health and Safety principles and practices is required
- Salary packaging is available to permanent part time and full-time staff
- Tenure of positions at Rumbalara will be tied to existing contracted funding arrangements
- Or Duties Delegated by the Executive Manager

Accepted: (Employee) (Employee Signature)

Date:

In accepting this position, I hereby agree to the duties as set out in this Position Description

Approved: (Executive Manager) (Executive Manager Signature)

Date:

Acting Executive Manager Details:

Name: Tracey Hearn **Phone No:** 5820 0000, **Email:** tracey.hearn@raclimited.com.au