# SECRETARY / PERSONAL ASSISTANT

# Position Description

# September 2018

**Reports to:** Chief Executive Officer

**Hours:** Part time (3 days per week)

**Status:** Permanent

**Salary and Award:** Award and Level?

Multicultural Care provides generous salary packaging options.

## **Organisation Overview:**

Multicultural Care (MC) is a not-for-profit, secular, community organisation, specialising in home and community-based support services for older people, people with disability, and carers, from culturally and linguistically diverse (CALD) backgrounds.

We provide a range of services and supports across Sydney’s Inner West, South West and South East, with a growing client base in Northern and Western Sydney. Service include:

* Home Care Packages
* Short Term Restorative Care Packages
* Commonwealth Home Support Program services
  + Respite (in-home, community, and centre based)
  + Domestic Assistance
  + Transport
  + Personal Care
  + Occupational Therapy
* Veterans Home Care (VHC)
* ComPacks provider panel
* NDIS Supports
* Art Therapy Sessions for older people
* Multicultural Weavers Project – one-on-one peer support for carers

All of our services are aimed at:

* Assisting people to remain living at home as independently as possible for as long as possible
* Providing clients/participants with choice and flexibility in the way that care and support is provided
* Enabling carers to maintain their caring relationships by providing respite, access to information and other support.

MC consumers and participants are from many diverse cultures and social backgrounds and we ensure they are treated with respect and that their privacy, health, wellbeing, and cultural/linguistic needs are primary considerations.

MC receives funding from the Australian Government Department of Health, Australian Government Department of Social Services, Department of Veterans Affairs, and NSW Department of Family and Community Services.

**Role Description/Purpose**

The purpose of the Secretary / Personal Assistant role is to provide administrative and organisational assistance to the CEO. The role includes handling the CEO’s calls, emails and correspondence, diary management, coordinating meetings, drafting professional correspondence and documents, liaising with internal and external parties, and filing corporate and confidential information. This is a key support role, involving a high degree of professionalism, initiative, organisation and attention to detail.

At all times, MC staff are expected to work in-line with the funding bodies' requirements, relevant government guidelines, legislation, WHS requirements, and MC’s philosophy, mission, policies and procedures.

**Key Relationships:**

* Reporting to Chief Executive Officer
* Liaising with:
  + Board members
  + Senior Managers
  + Other staff
  + External stakeholders and contractors

**Key Result Areas:**

Administrative Support

1. Provide a high standard of proactive administrative support and personal assistance to the CEO.

Quality improvement and compliance

1. Participate in professional development opportunities. Contribute to planning and improvement activities and ensure compliance with regulatory and other requirements.

Values and Conduct

1. Positively and constructively represent Multicultural Care in all opportunities, role modeling the Code of Conduct and actively supporting the mission, vision and values.

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| **KRA 1:**  **Administrative Support** | **Key Activities** | **Measures** |
| Provide a high standard of proactive administrative support and personal assistance to the CEO.  . | * Answer, assess and manage incoming phone calls for the CEO. * Receive, assess and manage incoming CEO/corporate emails and correspondence. * Assist the CEO with simple diary management * Schedule meetings as directed by the CEO. * Assist with meeting arrangements and set-up (eg venue, technology, catering). * Compose professional correspondence to external parties. * Liaise with contractors and suppliers. * Assist with the preparation of contracts. * Organise signing of contracts and other corporate documents. * Assist with the preparation and circulation of papers for Board and other meetings as directed by the CEO. * Take minutes at Board and other meetings as directed by the CEO. * File corporate records. * File confidential employee information. * Provide general administrative support to the CEO and other managers as required | * Calls and correspondence handled promptly, efficiently and appropriately. * Efficient diary management. * All correspondence and documentation of a high professional standard. * Meeting papers circulated within prescribed deadlines * Meeting minutes completed within 48 hours of each meeting. * Prompt filing * Feedback from internal and external stakeholders indicates high standard of professional communication and efficiency. * Strict adherence to confidentiality. |

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| **KRA 2:**  **Quality Improvement and Compliance** | **Key Activities** | **Measures** |
| Participate in professional development opportunities. Contribute to planning and improvement activities and ensure compliance with regulatory and other requirements. | * Participate in internal meetings and events as required. * Take responsibility for own professional development and actively participate in training to strengthen relevant skills. * Participate in evaluation, risk and compliance management, and quality improvement as required. * Handle and/or escalate client complaints, incident reports and feedback in line with policies and procedures * Participate in the development and application of service policies and procedures when required | * Evidence of professional development * 100% of compliance and quality reporting completed in line with policies and procedures * 100% of complaints handled in line with policies and procedures * 100% of incidents handled in line with policies and procedures |

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| **KRA 3:**  **Values and Conduct** | **Key Activities** | **Measures** |
| Positively and constructively represent Multicultural Care in all opportunities, role modeling the Code of Conduct and actively supporting the mission, vision and values | * Ensure your area of work effectively and actively supports Multicultural Care’s mission, vision and values * Positively and constructively represent Multicultural Care to all external contacts at all opportunities * Commit and contribute to Multicultural Care’s customer focused culture. * Contribute to a workplace free of discrimination, harassment and bullying behaviour. * Operate as a team member to achieve team and Multicultural Care’s goals. * Take action to prevent damage to the health and safety of self, other people and/or property. * Maintain confidentiality of personal, private or sensitive information at all times * Ethically and respectfully build and maintain effective working relationships * Adhere to and role model Multicultural Care’s Code of Conduct | * Positive communication, attitude and professionalism in all relationships * Positive feedback from colleagues/team members * Performance review |

**Skills, Experience and Competencies**

***Essential***

* Strong administrative skills - minimum 2 years administrative experience
* Excellent organisation skills and attention to detail
* Strong initiative and ability to problem-solve
* Effective time management
* Proficiency with Microsoft Office applications (Outlook, Word, PowerPoint, Excel)
* High standard of English (written & oral)
* Customer service focused
* Ability to communicate effectively and sensitively with people from all cultures and backgrounds
* Ability to handle confidential information professionally and ethically
* Professional personal presentation

***Desirable***

* Certificate IV or above in Business Administration or similar
* Experience as a Personal Assistant
* Experience working in the aged care and/or disability sectors
* Ability to speak a second language
* Ability to work flexible hours
* Driver’s licence and safe driving record

**Essential Compliance Requirements**

* Satisfactory National Police Certificate (on commencement of employment) and during ongoing employment - updated NPC required every three years

**Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_**

**Manager Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_**