

POSITION DESCRIPTION



Position	Executive Assistant – Medical Services
Division	Executive Administration
Classification	HS3
Enterprise Agreement	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2020 - 2024
Reports To	Executive Administration Manager and Director of Medical Services
Direct Reports	Nil
Infection Control Risk Category:	

Approved	Acting Chief Executive Officer	Approval Date	April 2024
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PRIMARY OBJECTIVE (or purpose):

Your role is responsible for providing high quality medical administrative support, and direct support for the Director of Medical Services (DMS).

As the first point of contact for the Director of Medical Services, you plan and coordinate administrative workflow to ensure work priorities are met, agenda and minutes of various committee meetings, organisational goals are achieved, and best practices upheld.

PORTLAND DISTRICT HEALTH VALUES

Compassion	Accountability	Respect	Excellence
PDH CARE GOALS			
Person-centred	People's values, beliefs and specific needs and circumstances guide the delivery of care and organisational planning.		
Safe	Avoidable harm is eliminated.		
Effective	The right care is delivered in the right way, at the right time with the right outcomes.		
Connected	Staff and consumers work together to achieve shared goals; people experience service and support continuity as they move through the service system.		

KEY ACCOUNTABILITIES

Key results Area	Key Activities	Performance Measures
Key Responsibilities	<ul style="list-style-type: none"> • Manage and monitor communications for the DMS including phone calls, prioritise resulting actions, and escalate when necessary • Maintain excellent communication and working relationships both within the organisation, and with key external stakeholders • Provide assistance to the DMS in the preparation of reports for the Department of Health, as well as prepare and format other documentation including correspondence • Maintain and improve internal processes that support the DMS and ensure coordination of available resources to expedite workflow • Maintain professionalism and strict confidentiality with all materials, and exercise 	

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	<p>discretion when representing the organisation to external stakeholders and community members</p> <ul style="list-style-type: none"> • Coordinate division communications regarding the organisation both internally and externally • Provide a friendly, high quality, customer focused service • Work closely with the Medical Administration Officer to credential all doctors attending PDH • Prepare and distribute agendas and minutes for various Committee meetings • Perform all other duties as directed within the limits of skill, competence and training to maximise flexibility and effectiveness • 	
Administration support and office administration	<ul style="list-style-type: none"> • Undertake scheduling and extensive diary management ensuring the DMS is fully prepared and briefed for upcoming commitments, including making necessary travel arrangements • Preparation, collation and distribution of high level documents to Medicare and AHPRA and other government agencies • Coordinating the mandatory medical credentialing of all medical officers and ensuring all legal documentation is held on file. • Complete Visiting Medical contracts in consultation with the DMS and ensure existing contracts at all times • Secretariat support associated committees and meetings • Work closely and effectively with the DMS to plan, implement and monitor administration requirements with a focus on prioritising workload to ensure division and organisation priorities are met • Communicate effectively with the DMS to keep informed of upcoming commitments and responsibilities, following up on time sensitive responses and relaying critical information • Develop, maintain and update office systems and functions to ensure timely and accurate information is readily available • Identify opportunities to improve, develop or update administration processes, systems or practices that keep pace with information management and new technologies 	<ul style="list-style-type: none"> • Documented accountability and resolutions • Key documents are delivered as agreed • Compliance with NSQHS Standards • Compliance with PDH policy

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Communication	<ul style="list-style-type: none"> • Ensure effective and consistent lines of communication are maintained to and from the DMS, internally and externally • Communicate directly on behalf of the DMS with Doctors, CEO, other executive staff, key DHS personnel, government officials, external stakeholders and community • Draft staff communications related to the medical division, including memorandums, electronic notifications, reports • Ensure messages and information provided to community, consumers and GP Clinics about the medical divisions and the organisation are accurate, timely and widely available and adhere to PDH policy, procedure and guidelines, including style guide 	
Leadership and Team work	<ul style="list-style-type: none"> • Ensure the vision, mission and values of the organisation are understood and integrated into daily practice • Demonstrate a professional responsibility for work performed by staff placed under your responsibility • Actively participate in the PDH Consumer Engagement strategy to ensure person-centred practice. • Develop and maintain positive working relationships with members of PDH staff • Demonstrate agreed behaviours and communicate effectively whilst engaging with the multidisciplinary team • Role model a professional approach to education, interpersonal relationships, teamwork and communication for department/unit staff 	<ul style="list-style-type: none"> • Participation in annual staff appraisal • Staff satisfaction • 100% Compliance with mandatory competencies
Professional Development and Scope of Practice	<ul style="list-style-type: none"> • Demonstrate continual professional development and learning • Shares knowledge willingly • Complete mandatory training and education 	<ul style="list-style-type: none"> • 100% Compliance with mandatory competencies • Participation in annual staff appraisal
Quality and Safety	<ul style="list-style-type: none"> • Work collaboratively with the Quality Team to implement improvement plans • Conduct audits as required and contribute to the development and implementation of actions to address deficits • Contribute to quality improvement activities within the department, in accordance with PDH policies to ensuring a high level of work quality • Maintain a safe and high quality environment at all times in accordance with PDH policies • Reports all incidents through Riskman 	<ul style="list-style-type: none"> • Completes relevant audits and initiates actions • Contribution to Quality Improvement/Progress reports • Demonstrated use of the incident management system

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	<ul style="list-style-type: none"> Ensuring staff follow PDH Infection Control policies, procedures and guidelines 	
Information Management	<ul style="list-style-type: none"> Display and promote correct documentation techniques and initiates regular documentation auditing to ensure legal, professional and organisational standards are met and maintained Abide by the PDH's requirements pertaining to appropriate Information Security and Information Management regulations and report an accidental or malicious breach of these regulations to the appropriate department Ensure consumer information is accurate and only released in line with the Health Records Act requirements 	<ul style="list-style-type: none"> Ensures all information management meets the legislative requirements and organisational standards
Occupational Health and Safety	<ul style="list-style-type: none"> Is familiar with and ensure that all appropriate actions are taken to implement OH&S policy and procedures and that legislative requirements are met within the service Report any incidents or potential hazards in accordance with PDH policies and procedures including effective reporting via Riskman Assist in the planning, development and implementation of OH&S measures Demonstrate a commitment to health and safety in line with PDH's OHS policies, procedures, training requirements and legislative/regulatory requirements, driving a high standard for others to follow Knows what to do in an emergency relevant to role 	<ul style="list-style-type: none"> Participation in team meetings where key OH&S issues are discussed and resolved Evidence of hazard and incident reporting using Riskman Maintains compliance with mandatory OHS training requirements for both self and team
OTHER DUTIES		
	<ul style="list-style-type: none"> Exhibits a commitment to PDH Values including team based above and below behaviours Monitors own day to day performance against operational targets and strategic goals Practice in accordance with the relevant health care or industry standards Complies with family violence risk assessment and management activities aligned to the Multi-Agency Risk Assessment and Management (MARAM) Framework, the Family Violence Information Sharing Scheme (FVISS) and Child Information Sharing Scheme (CISS) legislative requirements and related PDH procedures. Comply with all relevant PDH policies and procedures 	<ul style="list-style-type: none"> PDH values modelled at all times Demonstrated use of incident management system Adherence to applicable health care or industry standards Demonstrated completion of mandatory training Adherence with PDH policy and procedures

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	<ul style="list-style-type: none">• Perform all other duties as directed within the limits of skill, competence and training to maximise flexibility and effectiveness	
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KEY SELECTION CRITERIA – SPECIALIST KNOWLEDGE

QUALIFICATIONS -

ESSENTIAL:

- Extensive administration experience and/or qualification

EXPERIENCE and/or SPECIALIST KNOWLEDGE -

ESSENTIAL:

- Extensive administration experience, with evidence of reporting directly to senior management roles
- Demonstrated robust and effective communication and interpersonal skills with the ability to communicate with people at all levels and vary communication style accordingly
- Excellent time management skills and the ability to organise and coordinate multiple projects at once
- High level of proficiency in Microsoft Office and other office productivity tools, with aptitude to learn new software and systems
- Flexible team player willing to do what it takes to get the job done; adaptable and enjoys a challenge
- Ability to maintain executive and organisational confidences

DESIRABLE:

- Previous experience within the Health Services industry or not-for-profit sector would be well regarded

Other requirements:

- Current employee police check
- Current evidence of immunisation history and serology results

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. Any elements of this document may be changed at Portland District Health's discretion and activities may be added, removed or amended at any time.

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JOB DEMANDS CHECKLIST

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

Aspects of normal workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks			✓		
Standing	Remain standing to perform tasks		✓			
Walking	Periods of walking required to perform tasks			✓		
Bending	Forward bending from waist to perform tasks	✓				
Kneeling	Remain in a kneeling position to perform tasks					✓
Lifting/Carrying	Light lifting and carrying	✓				
	Moderate lifting and carrying	✓				
	Assisted lifting (mechanical, equipment, person assist)					✓
Climbing/Working at heights	Ascending and descending ladders, stools, scaffolding					✓
Pushing/Pulling	Moving objects (eg: trolleys, beds, wheelchairs, diagnostic equipment, cleaning equipment)					✓
Reaching	Arms fully extended forward or raised above shoulder to perform tasks	✓				
Crouching	Adopting a crouching posture to perform tasks					✓
Foot movement	Use of leg and/or foot to operate equipment (or machinery)		✓			
Head postures	Holding head in a position other than neutral (facing forward) to perform tasks		✓			
Fingers/Hand/Arm movement	Repetitive movements of fingers, hands and arms (eg: computer keyboard, computer mouse, touch screens)				✓	
Grasping/Fine manipulation	Gripping, holding, clasping with fingers or hands				✓	

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Aspects of normal workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Driving	Operating a motor powered vehicle (eg: use of hospital cars to undertake duties, making deliveries, ride on mower, forklift, bus etc.)					✓

Aspects of normal workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Psychosocial Demands						
Shift work	Rotation of shifts on a rostered basis including day, afternoon or night					✓
Distressed people	Highly emotional people crying, upset, unhappy (eg: emergency or grief situations)		✓			
Aggressive/Unpredictable people	Raised voices, yelling, swearing and arguing (eg: people affected by drugs or alcohol, dementia, mental illness)		✓			
Exposure to distressing situations	(eg: Child abuse, delivering bad news, viewing extreme injuries, viewing deceased)	✓				
Environmental Demands						
Gases	Working with explosive or flammable gases requiring precautionary measures					✓
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE					✓
Noise	Prolonged and frequent periods of background noise levels which necessitates people raising their voices to be heard					✓
Biological hazards	Exposure to body fluids, bacteria, infectious diseases requiring PPE					✓
Cytotoxic hazards	Handling and/or preparation of cytotoxic materials					✓
Radiation						✓

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Acknowledgement:

I acknowledge that I have received a copy of this position description and understand the requirements of this position. I agree to work in accordance with this position description.

As the incumbent of this position, I confirm I have read the job demands checklist as attached, understand its content, and agree to work in accordance with the requirements of this position.

I accept that the position description as stated above may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

EMPLOYEE NAME:		
EMPLOYEES SIGNATURE:		DATE:
MANAGER'S NAME:		
MANAGER'S SIGNATURE:		DATE: