

## Position Description

<b>Position Title:</b>	Administrator - Executive Support		
<b>Reports to</b>	Executive Director Integrated Care		
<b>Directorate:</b>	Integrated Care		
<b>Business Unit</b>	Integrated Care		
<b>Number of Direct Reports</b>	0	<b>Budget Responsibilities</b>	0
<b>EMPHN Classification</b>	Band 3		

<b>Reviewed by:</b>	Megan McCreadie	<b>Date:</b>	23/01/2018
<b>Approved by:</b>	Harry Patsamanis – Executive Director Integrated Care Anne Lyon – Executive Director Mental Health & AOD	<b>Date:</b>	24/01/2018

### About EMPHN

With our partners, we will facilitate health system improvement for people in eastern and north eastern Melbourne. In doing this, our five key strategic priorities are:

1. **Addressing health gaps and inequalities**
2. **Enhancing primary care**
3. **Leveraging digital health, data and technology**
4. **Working in partnership to enable an integrated service system**
5. **A high performing organisation**

Our four organisational values will underpin all work undertaken by EMPHN and our employees.



<b>Leadership</b>	<i>We champion innovation and embrace change which improves our work. We celebrate and build upon our achievements in health care.</i>
<b>Understanding</b>	<i>We listen and respect all perspectives and seek evidence for a deep understanding of each other and our community.</i>
<b>Outcomes</b>	<i>We are accountable for ensuring value for money for our communities, stakeholders and funding bodies. We focus on high impact, equitable health care solutions that increase efficiency and reduce waste</i>
<b>Collaboration</b>	<i>We enable those who touch the system to design the system through sharing knowledge, evidence and expertise. We work together across teams for shared outcomes.</i>

### Purpose of Position

The primary purpose of this position is to provide high level administrative support to Executive Directors and two collaborative groups and related committees.

### Key Relationships and Stakeholders

- Executive Director Integrated Care and Executive Director Mental Health & AOD
- Executive Officers of Eastern Melbourne Primary Health Care Collaborative (EMPHCC) and Better Health North East Melbourne (BHNE)
- Members of the Governance Group, the Alliance and Working Groups of the Eastern Melbourne Primary Health Care Collaborative (EMPHCC)

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- Members of the Governance Group and Working Groups of the Better Health North East Melbourne Collaborative (BHNEM) and other groups that may form as part of the Collaboratives
- The Executive assistant to the CEO
- Board Secretariat
- Employees of EMPHN as required.

### Accountabilities

#### *Executive Support*

- Provide high level administrative support to the two Executive Directors including, diary management, triage and prioritisation of emails, managing calls, preparing documents for meetings, fielding enquiries from team members and other administrative duties as required to ensure the smooth operation of the Directorates.
- In partnership with the Board Secretariat and EA to CEO, ensure that the Directorates meet timelines and requirements of EMPHN business, this includes requirements set by Board and CEO and other working parties.
- Collate reports and other information required by the Directorates for reporting to the CEO, Board and Collaborative and Committee meetings.
- Undertake an internal liaison and coordination role on behalf of the Executive Directors around key deliverables including some project support
- Provide administrative support to the Executive Directors in respect to team meetings and team activities, including setting of team meetings, agendas, minutes, and following up action items.
- Be familiar with EMPHN procedures and process and assist teams to apply these processes in their work where relevant i.e. be a key contact for team members who need support to identify and apply appropriate processes to get things done.

#### *Collaborative and Committee Support*

- Efficiently coordinate meetings to ensure they are scheduled in advance and diaries are coordinated to facilitate optimal attendance,
- Provide effective administrative support for Collaborative and Committee meetings including the preparation of accurate minutes of the Collaborative and Committee meetings and ensure that agendas are appropriately circulated and action items are coordinated and appropriately followed up. This may include the collation and distribution of reports and other relevant information as required.
- Work closely with the Executive Officers of the BHNEM and EMPHCC Collaboratives respectively to coordinate administrative requirements as they arise
- Maintain records relating to key stakeholder meetings.
- Other duties as reasonably required.

#### *Team*

- Participate in regular reviews of performance and demonstrate a willingness to close learning and capability gaps.
- Participate in regular team meetings and other organizational and stakeholder meetings as required.

#### *Organisational*

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- Work towards the achievement of EMPHN Mission and Vision and the attainment of our key Strategic Priorities.
- Comply with all EMPHN's policies and procedures
- Work in a manner which upholds EMPHN Values of **Leadership, Collaboration, Outcomes** and **Understanding**.
- Maintain strict confidentiality while employed at EMPHN, and at times thereafter, as to the organisation's membership list, data, operating procedures, financial and employee information.

### *Health and Safety*

- Adhere to all EMPHN Health and Safety policies and procedures and any relevant legislation regarding health, safety and environment.
- Take all reasonable care for your own and other's Health and Safety.
- Take a proactive approach to EMPHN health and safety initiatives.

## Qualifications

- Administrative qualifications/Certificate IV or diploma of business administration, or similar relevant experience

## Knowledge, Skills & Experience

### Technical Expertise

- Significant experience in administration and office management.
- Significant experience in coordinating meetings, taking minutes and following up on action / agenda items at an Executive level
- Demonstrable high level skills in MS Office, particularly Microsoft Word, Excel and Outlook.

### Personal Qualities

- Evident capacity to build relationships and partnerships with staff and EMPHN's key stakeholders.
- Ability to work independently, with minimum supervision, as well as contribute effectively within a team environment.
- Excellent communication, planning and time management skills.
- Outcome orientated who sets high standards of performance for self and others, displays drive and commitment to achieve objectives and an ability to plan and organise self and others to achieve results.
- Ability to operate effectively in a highly confidential organisation and exercise discretion in dealing with confidential and sensitive issues.
- Adaptable and receptive to new ideas and ways of working; cooperates well with others in the pursuit of team goals, responds and adjusts easily to changing work demands and circumstances.
- Shows initiative and has the ability to recognise and implement change.
- An exceptionally organised individual with a high commitment to customer service, outstanding attention to detail and a can do attitude.