


# Position Description

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| <b>Position</b>         | Executive Assistant |  <p>phn<br/>EASTERN MELBOURNE</p> <p>An Australian Government Initiative</p> |
| <b>Business Area</b>    | Executive Office    |   |
| <b>Reports to</b>       | CEO                 |   |
| <b>Location</b>         | Box Hill            |   |
| <b>Direct Reports</b>   | Nil                 |   |
| <b>Contract Period</b>  | To 30 June 2018     |   |
| <b>Version and Date</b> | V3 March 2016       |   |

The EMPHN Board have endorsed the following principles which will guide the development and implementation of its business model:

EMPHN will:

- Build and use evidence to underpin innovation in models of care and reform in the health system which promote optimum health outcomes for the population.
- Ensure equitable access by the communities within the catchment.
- Strengthen primary care and facilitate coordination and integration between professional groups, care providers, education providers (specifically the tertiary sector and Universities) and researchers across the system.
- Engage communities and patients in the design and evaluation of services.
- Develop effective partnerships to reduce duplication and maximise expertise.

**Our Values:**

**Leadership** We champion innovation and embrace change which improves our work. We celebrate and build upon our achievements in improving health care.

**Understanding** We listen and respect all perspectives and seek evidence for a deep understanding of each other and our community.

**Collaboration** We enable those who touch the system to design the system through sharing knowledge, evidence, experience and expertise. We work together across teams for shared outcomes.

**Outcomes** 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.

# Position Description

## Primary Purpose of job

The purpose of the Executive Assistant role is to provide high level executive support for the CEO and the executive team of the EMPHN.

## Core Competencies/Key Selection Criteria

### Qualifications/Technical Expertise

- Significant experience in administration, office management, and general executive assistant roles.
- Demonstrable high level skills in MS Office, particularly Microsoft Word, Excel and Outlook.
- Experience and confidence in maintaining multiple databases.
- Secretarial qualifications/Certificate IV or diploma of business administration, or similar.

### 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.
- Achievement of results: 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.
- Sense of humour.

## Key Accountabilities

### Executive diary and activity management

- Undertake full management of the CEO's diary, appointments, commitments and deadlines. Extend diary management and meeting coordination, travel requirements and support to the EMPHN executive team.
- Maintain records and filing for the executive management team.
- Be the initial contact for enquiries, screening telephone calls, providing appropriate responses, assessing priorities for the CEO.
- Draft correspondence as required and collect information and data to compile reports and papers.
- Manage stakeholder engagement meetings and briefings on a regular basis.

### Quality Management:

- Assist in maintenance of a culture that strives to achieve best practice and continuous improvement.
- Participate in annual performance appraisals.
- Complete agreed activities in performance improvement and plans or development plans.

### Customer Service

- Lead employees to deliver a professional, proactive, accurate, efficient, confidential and customer focused service.

Other administrative duties as determined in consultation with the executive management team.

# Position Description

## Expectations of All Staff

All staff within the EMPHN are expected to:

- Comply with all EMPHN policies and procedures
- Comply with all occupational health and safety legislation and regulation
- Comply with all other Commonwealth and State legislation relevant to the organisation
- Work in a collaborative fashion with partners, GPs, primary care providers, practice staff, external agencies and Administrators
- Uphold and enhance the reputation of EMPHN
- Maintain the highest level of integrity in the conduct of EMPHN business.
- Maintain strict confidentiality while employed by the EMPHN, and at all times thereafter, as to the organisation's membership list, data, operating procedures, and financial information
- Hold a current Victorian Drivers Licence and have the use of a reliable private motor vehicle
- Maintain strict confidentiality while employed by the Division, and at all times thereafter, as to the organisation's membership list, data, operating procedures, and financial information.

## Expectations of All Staff

All staff within the EMPHN are expected to:

- comply with all of EMPHN's policies and procedures.
- comply with all occupational health and safety legislation and regulations.
- comply with all other Commonwealth and State legislation relevant to the organisation.
- work in a collaborative fashion with GPs, practice staff and stakeholders.
- uphold and enhance the reputation of EMPHN.
- maintain the highest level of integrity in the conduct of the EMPHN business.
- maintain strict confidentiality while employed by EMPHN, and at all times thereafter, as to the organisation's membership list, data, operating procedures, and financial information.