

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: EXECUTIVE ASSISTANT TO THE CEO

Award:	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022 – 2026).
Classification:	Administrative Officer – Grade 5
Site:	This position is primarily based at our Central site, however may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	76 hours per fortnight (1.0 FTE)
Tenure:	Ongoing
Position description developed:	January 2023
Responsible to:	Chief Executive Officer (CEO)

We want (Vision)

Better health and wellbeing across generations.

We exist (Mission)

To work hand in hand with our community to achieve healthier lives.

We strive for (Values)

- **Integrity**
We are authentic and accountable, and we honour our obligations.
- **Respect**
We build respectful relationships through trust, empathy and collaboration.
- **Inclusive**
We recognise and promote accessible, safe and holistic supports and services as a basic human right.
- **Innovation**
Through continuous learning, we ensure an agile, responsive and sustainable service.
- **Togetherness**
We create a sense of connectedness, pride and support through enjoying our work and being passionate about making a difference.

Our pillars	Consumer and Community	Influence	Visible	Sustainable
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The change we want to see	People in our community, especially those most in need, have improved health and wellbeing	We use evidence, data and the voice of our community to shape our supports and services	Our service is identified as a quality provider and our people are recognised as leaders	Our sustainability is based on a healthy culture, improved systems, outcomes and growth
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The Role of the Team

The Office of the CEO, supported by the Executive Leadership Team, leads the delivery of the organisation's strategic directions, while providing a safe workplace with engaged staff, and a sustainable for purpose organisation.

Position Role

The role of the Executive Assistant to the CEO will ensure professional and confidential support services to the Chief Executive Officer and Executive Leaders at the highest level.

Dynamic administrative and report preparation along with accomplished meeting coordination skills are critical to the role, as well as exceptional initiative, interpersonal, communication and time management skills.

Excellent competence in the knowledge of Microsoft office packages and other specific computer software packages are critical.

The role will require flexibility to support relevant committees and meetings as required by the CEO. The Executive Assistant will be required to work unsupervised and at times autonomously and is required to understand the expectations and responsibilities of the CEO and the Executive Leaders reporting to that position. The Executive Assistant will offer support and flexibility in the delivery of service to the CEO and the Executive Leadership team.

Position Responsibilities

The responsibilities of the position are:

- Confidential high-level support and guidance to the CEO, Executive and Senior Leadership teams with the development and administration of reports, policy, strategic directions, submissions, proposals and general documentation. This role requires that all documentation is presented in a manner supporting and enhancing the professional image of the organisation.
- Coordinating the completion and circulation of Committee meeting papers within established timeframes and ensuring that the business of Committee meetings is accurately captured in minutes and action registers are maintained.
- Organisation and coordination of the annual Staff Development Day and other all-staff activities.
- Provide high level administrative and resource support to the organisation with its quality accreditation cycles as required.

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- This role requires support to the risk and compliance function of the organisation, including client feedback register, legislative compliance maintenance, legal documentation, organisational authorisation for departmental system digital access systems (such a Proda and Relationship Authorisation Management) and maintain the register of the organisations key documentation and non-financial agreements.
- Prioritisation of organisational correspondence, appointments and meetings for the CEO, to improve the administrative efficiencies of the Office of the CEO and assist with workload management.
- Proactively manage workflows and correspondence within the Office of the CEO, provide communications triage appropriately, operate effectively within an unpredictable environment by anticipating and applying judgement.
- Ensure a high standard of client service is provided over all electronic communications with attendance to diary, meeting and email management keeping accurate records in relation to same.
- Other duties as directed.

Key Selection Criteria

Essential

1. Demonstrated ability to provide confidential and efficient administrative and organisational support to the CEO, Executive Directors and the Board of Directors.
2. Knowledge and understanding of the organisation strategic directions.
3. Capacity to operate effectively within an unpredictable environment by anticipating and applying judgment with the competence to work to deadlines and negotiate targets as required.
4. Ability to undertake organisational projects, particularly in line with organisational research, accreditation and quality requirements, and responding to reports.
5. Demonstrated highly developed interpersonal and communication skills with people at all levels, including the production of presentations, submission requirements, formatting of reports and excellent letter writing skills.
6. High level skills and experience in the use of the Microsoft Office environment.

Desirable

1. Ability to build and develop positive relationships with both internal and external clients.
2. Display friendly, responsive, courteous and effective interaction; provide a welcoming presence to general and corporate visitors, as well as fellow associates.
3. Current driver's license.

Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

Staff Review & Development (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

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- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with BCHS privacy and confidentiality procedures.

Communication and Team Work:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect BCHS' values.

Administration and Documentation:

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

Child Safety:

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **all** children to reach their individual potential.

Other Essential Requirements

Staff will:

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- Complete all required probity checks **before** employment is confirmed.
- Provide vaccination information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

BCHS believes that “Quality is everyone’s business, safety is my responsibility”

Co-operate with and contribute to BCHS Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

Other Information

- Salary Packaging would be available to the successful applicant.
- BCHS' Employee Assistance Program is available to employees and immediate family.
- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS has a commitment to environmental sustainability.

APPROVED