

POSITION DESCRIPTION

Position Title:	Executive Assistant to Chief Operations Officer and Executive Leadership Team
Award:	Health & Allied Services, Managers & Administrative Workers (Victorian Stand-Alone Community Health Services) (Multi Employer) Enterprise Agreement 2022 – 2026
Classification:	Manager and Administrative Officer – Grade 4
Site:	This position is primarily based at our Central or Hopetoun Street site, however may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	60.8 to 76 hours per fortnight (0.8 to 1.0 FTE) As negotiated
Tenure:	Ongoing
Position description developed:	July 2024
Responsible to:	Chief Operations Officer and Executive Leaders

ABOUT BENDIGO COMMUNITY HEALTH SERVICES (BCHS)

BCHS is located across five sites in the City of Greater Bendigo, Central Victoria. BCHS has a proud 50-year history and provides more than 50 services across medical and allied health, family services, drug and alcohol, mental health, settlement services, health promotion and more, with a focus on vulnerable people and communities.

The organisation has more than 280 staff supporting people of all ages and stages of life to access quality, person-centred care. We foster a values-aligned, positive and thriving culture where staff feel safe and supported. Staff have clarity of roles and work in an environment of accountability. The success of BCHS is dependent on our staff who provide a high level of professionalism and dedication.

VISION

Better health and wellbeing across generations.

PURPOSE

Supporting you and your family to live healthy lives.

VALUES

Lived and Living Experience: We listen to understand. We value our communities, their backstories, lived and living experiences and cultures and learn from them to tailor our services.

Equity: We provide equitable and inclusive health and wellbeing services, ensuring they are culturally responsive and accessible.

People: We maintain a skilled, engaged and professional workforce, including people with lived experience, and enable a culture of continuous learning.

Partnership: We understand trust and partnerships are key to achieving our purpose. We listen and learn - and share our knowledge and expertise in collaboration and co-design with our community, ensuring we are providing local solutions to community need.

Integrity: We uphold the values of the Universal Declaration of Human Rights and approach all we do with kindness and respect. We are ethical in all we do.

TEAM ROLE

The role of the Executive Assistant to the three BCHS Executive positions of Chief Operations Officer (COO), Executive Leader Partnerships and Integration, and Executive Leader Organisational Support will ensure professional and confidential support services at the highest level. Dynamic administrative and report preparation along with accomplished meeting coordination skills are critical to the role.

Exceptional initiative, interpersonal, communication and time management skills are essential to the role. Excellent competence in the knowledge of Microsoft office packages and other specific computer software packages is critical.

The role will require flexibility to support relevant committees and meetings as required by the COO & Executive Leadership Team. The Executive Assistant will be required to work unsupervised and at times autonomously and is required to understand the expectations and responsibilities of the COO and the Leadership staff reporting to that position.

POSITION ROLE

Working in the Office of the CEO and closely with the CEO EA, the Executive Assistant will provide support to the Chief Operations Officer with the leadership and development of the BCHS broad range of community and primary health care services encompassing the program areas of:

- Primary Health
- Sexual and Reproductive Health
- Allied health
- AOD services & Pharmacotherapy
- Mental Health
- Family and social supports

Additional support to be provided to the Executive Leader of Organisational Support with the Corporate functions of:

- Finance
- Fleet & Facilities, Capital Master Planning
- Client Services, Reporting & Records Management
- People & Culture
- Quality & Risk Management
- Information Management and Technology

Further assistance is to be provided to the Executive Leader of Partnerships and Integration for a whole-of-organisation approach to integrated service delivery, both internally and with community partners. Support for teams with service delivery within a social determinant, trauma informed, culturally safe framework.

As part of the Executive Leadership team, the Executive Assistant will work cohesively to support the COO and the Executives to ensure the strategic priorities and values set by the Board result in sustainable high quality health services for our community.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

- Confidential high-level support and guidance to the COO, 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.
- Work collaboratively with others to organise and coordinate the bi-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.
- Prioritisation of organisational correspondence, appointments and meetings for the COO and Executive Leaders, to improve the efficiencies and assist with workload management.
- Proactively manage workflows and correspondence for the COO and Executive Leadership Team and 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. Substantial experience working in high level administration positions (min 3 years).
2. An effective team member with the ability to work cooperatively, flexibly and positively in a sensitive and confidential environment.
3. High level judgement and sensitivity with the ability to identify, prioritise and carry out actions in response to situations that arise under limited direction.
4. Highly developed organisational skills that can be applied in an environment of conflicting demands, including well developed time management and prioritisation skills.
5. Knowledge and understanding of the organisation strategic priorities and values.
6. Ability to undertake organisational projects, particularly in line with organisational research, accreditation and quality requirements, and responding to reports.
7. 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.
8. 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. The ability to confidentially maintain accurate records in accordance with BCHS procedures.
4. 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 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 the BCHS privacy and confidentiality procedures.

Communication and Teamwork:

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 the 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 teamwork 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 reach their individual potential.


OTHER ESSENTIAL REQUIREMENTS

Staff will:

- 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.



Bendigo
Community
Health
Services

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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 and vape free workplaces.
- BCHS has a commitment to environmental sustainability.

