

## POSITION DESCRIPTION TEMPLATE FOR NON CLINICAL ROLES

### Executive Assistant

<b>Position Title:</b>	Executive Assistant		
<b>Classification:</b>	HS3 Grade 3	<b>Employment status</b>	Full Time Fixed Term
<b>Enterprise Agreement:</b>	Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2011-2015		
<b>Reports to:</b>	Executive Director Operations		
<b>Division:</b>	Clinical Operations Division		
<b>Organisational Context</b>			
<p>The Royal Victorian Eye and Ear Hospital is a world class specialist hospital in eye and ear care that provides services across Victoria. As Australia's only specialist eye, ear, nose and throat hospital, the Eye and Ear has been providing care for the senses for 150 years. The Eye and Ear has over 50 different outpatient clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24 hour emergency eye and ear, nose, and throat service.</p> <p>The Eye and Ear provides care annually for around 200,000 patients, with over 150,000 outpatients, nearly 40,000 emergency patients and over 15,000 inpatients.</p>			
<p><b>Our Vision</b> - Improving quality of life through caring for the senses.  <b>Our Mission</b> - We aspire to be the world's leading eye and ear health service by:</p> <ol style="list-style-type: none"> <li>1. Excelling in specialist services</li> <li>2. Integrating teaching and research with clinical services</li> <li>3. Leading workforce capability</li> <li>4. Partnering with consumers and communities</li> <li>5. Building a sustainable future</li> </ol> <p><b>Our Values</b> - <i>Integrity, Care, Teamwork, Excellence</i></p> <p>The Eye and Ear is an equal opportunity employer and is committed to providing a work environment which is free from harassment or discrimination and promotes cultural diversity and awareness in the workplace.  The Eye and Ear is a smoke free environment.</p>			
<b>Role Purpose:</b>			
<p>To provide high level administrative and secretarial support to the Executive Director Operations/CNO, the Director of Ambulatory Services and Director of Surgical Services. The role will also report to the Senior Executive Assistant for executive office coordination activities and other professional/technical activities.</p>			
<b>Key Responsibilities / Performance Outcomes</b>			

**1. Work within an Ethically and Legally Sound framework** - Ensure responsibilities are undertaken in accordance with the Eye and Ear policies and procedures, Code of Conduct and applicable legislation.

**2. Other-**

- Coordinate the administrative & office functions for the Executive Director Operations/CNO, Director Ambulatory Services and Director Surgical Services.
- Management of the Executive Director Operations/CNO, Director Ambulatory Services and Director Surgical Services, including scheduling meetings, Inbox management.
- Receive all enquiries, initiate and follow up on appropriate action.
- Demonstrate initiative while compiling reports and drafting responses.
- Review incoming correspondence in order to determine their significance and plan for distribution.
- Prepare draft correspondence, papers and presentations as required in a timely manner.
- Ensure all reports and agendas for the Executive Management Committee and Board subcommittee meetings and other meetings are completed and distributed in a timely manner.
- Attend meetings, as appropriate to ensure accurate action logs are recorded.
- Complete follow up activities after meetings by typing and distributing minutes and/or any other 'action items' to relevant parties.
- File and register all correspondence including electronic and manual files to ensure information can be located or accessed as required.
- Data input to ensure update and maintenance of databases; such as nursing competencies.
- Ensure understanding of overall divisional and executive priorities to be able to prioritise day to day tasks appropriately.
- Undertake other tasks as requested by the Executive Directors from time to time.
- Take steps to understand other executive assistant portfolios to facilitate adequate leave cover
- Provide administrative support for other Divisions especially during peaks in workload.
- Participate as part of the executive support team and provide backfill when other Executive Assistants are on scheduled or unscheduled leave.
- Supervise and train other clerical staff.

**QUALITY, SAFETY AND RISK MANAGEMENT**

Ensure utilisation of systems designed to support quality, safety & risk management. This involves:

- Participate in reporting and analysis of safety and quality data including risks or hazards
- Participate in improvement activities
- Participate in the reporting and analysis of quality initiatives and risk identification
- Participate in appropriate professional development activities and other quality and safety training
- Participate in health service activities required for accreditation
- ensure appropriate use of hospital resources
- be aware of the financial requirements of the department and demonstrate an awareness of cost effective practice
- Actively participate in the annual performance development cycle

The Eye and Ear Data Accountability Framework:

Quality data held by the Eye and Ear is an asset which needs to be managed with the same diligence as any other asset. Data integrity provides assurance that the data used for both internal and external use is reliable and trustworthy. Each staff member plays an important role in ensuring the integrity of data, through the capture of accurate, reliable and meaningful data; and timely data entry, data management, correction of errors, and submission. The Eye and Ear staff should be familiar with and adhere to the Eye and Ear Data Accountability Framework.

**OCCUPATIONAL HEALTH AND SAFETY**

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

- Comply with OHS legislative requirements and standards relevant to their area, and be familiar with own responsibilities.
- Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions
- Fully co-operate with the Eye and Ear in any remedial actions it considers necessary to maintain a working environment which is safe and without risk to health and safety
- Ensure appropriate systems have been/and are being implemented and maintained to eliminate or minimise the risk of harm to employees, contractors, volunteers and students
- Participate in annual emergency procedures training

*All staff are required to have a satisfactory National Criminal Record Check. Only direct patient care/clinical employees are required to have a valid Working With Children Check.*

**Selection Criteria: Qualifications, Experience and Competencies:**

<b>Education/qualifications/ memberships:</b>	<b>Essential</b>	<b>Desirable</b>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Demonstrated relevant knowledge and experience of dealing with medico legal processes and requirements in the public hospital environment.</li> <li>• Confidentiality - Demonstrated ability to maintain and manage highly confidential and sensitive information, knowledge of and adherence to the Information Privacy Act and principles.</li> <li>• Highly developed communication and</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience in a hospital or health service environment.</li> </ul>

	<p>interpersonal skills; demonstration of respect and professionalism at all times.</p> <ul style="list-style-type: none"> <li>• Excellent organisational skills and a flexible approach - ability to build and maintain effective professional working relationships.</li> <li>• Teamwork - a demonstrated ability to cooperate and work well with others to achieve shared goals.</li> <li>• Advanced proficiency in the use of Microsoft Office products (Word, Excel, Visio and PowerPoint).</li> <li>• A demonstrated understanding of the Freedom of Information Act 1982; the Health Records Act 2001; and the Privacy Act.</li> </ul>	
<b>Competencies:</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Organising and planning – ability to organise, plan and prioritise.</li> <li>• Problem solving – demonstrated ability to investigate issues and develop appropriate, stakeholder focused solutions.</li> </ul>	
<p><b>Key Working Relationships</b>          (Internal)          Executive Directors          Department Managers          All Senior Medical Staff (Senior Medical Staff, Fellows, Registrars)          Board of Directors          Executive Assistant team          Board Secretary          General Staff</p> <p>(External)</p>		

University Departments and research institutes  
Chief Medical/Nursing Officers across other Health Services  
Government Departments, DoH  
General public  
Hospitals  
Law Firms/Police/Insurance Companies

**Author of Position Description or Manager of Position:**

Manager Name

Tracy Siggins

Date Written or Reviewed

September 2020

The Eye and Ear reserve the right to modify position descriptions as required. Staff will be consulted when this occurs. Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Agreement

I have read, understood and agree to comply with the position description

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_