

Position Description

Job Title: Executive Assistant – Business Support
Award: Health Professionals and Support Services Award 2024
Classification: Level 5 Support Services Employee
Work Unit: Executive
Responsible to: Executive Officer

Primary Objective

Provide high-level support to the Chief Executive Officer (CEO) and Executive Officer in the delivery of operational and business outcomes. This role combines administration with team coordination and human resource support, and promotion of the clinic's services through internal communications, social media, and marketing initiatives.

Key Responsibilities

Administration

1. Always ensure a professional and efficient approach to providing services to the executive team.
2. Work as part of a small team under limited supervision to manage multiple tasks and varying priorities, including delivering high-quality work within agreed-upon deadlines.
3. Support the CEO and Executive Officer in implementing organisational strategy and operational priorities.
4. Document management: Create, organise, and maintain administration systems and documentation, reports, and presentations for the Chief Executive Officer and executive support team.
5. Provide proactive day to day operational support, including monitoring workflows, outcomes and service delivery performance.
6. Assist with project coordination, compliance reporting and continuous improvement initiatives.
7. Other duties as directed by the Chief Executive Officer and Executive Officer as needed.

Team and Service Delivery Support

1. Support team coordination and oversee outcomes for service delivery, assisting managers in meeting operational goals.
2. Provide support in rostering, HR administration, and staff onboarding as directed.
3. Maintain HR files and registers, ensuring compliance with applicable legislation and accreditation requirements.
4. Respond to internal staff enquiries regarding payroll, HR processes, and operational matters.

Communications and Promotion

1. Coordinate social media accounts and develop promotional materials to enhance the profile of the clinic as directed.
2. Support the design and implementation of marketing campaigns, patient information, and community engagement content with the Executive Officer.
3. Monitor and evaluate the effectiveness of communications and promotional activities across our systems.

Compliance and Quality

1. Assist with policy development, accreditation, compliance monitoring, risk management reporting and audit coordination.
2. Ensure confidentiality, security of information and compliance with FCD Health policies and relevant legislation.
3. Promote cultural safety, diversity, and inclusion in all work practices.

Selection Criteria

Essential

1. High level of motivation, with a demonstrated ability to work independently, with minimal supervision, in a busy working environment.
2. Commitment to high personal work standards and delivery of client-focused services to internal and external clients and stakeholders.
3. Demonstrated sound organisational and problem-solving skills, including proven ability to manage time effectively, prioritise tasks, and meet deadlines.
4. Good interpersonal and well-developed verbal and written communication skills to effectively interact with various internal and external stakeholders.
5. Ability to maintain confidentiality and clearly understand the need for tact and diplomacy and deal with sensitive situations when they arise.
6. Demonstrated high-level experience with computer systems and proficient use of word processing, databases, spreadsheets and desktop publishing applications.
7. Demonstrated ability to undertake projects effectively and meet deadlines in an environment of high pressure.
8. Sensitivity to cultural differences, including fair, consistent and non-discriminatory treatment of clients and visitors.
9. Ability to maintain confidentiality and security of information.
10. Current Working with Children clearance notice (Ochre Card)
11. Current National Police clearance (or willing to obtain)
12. Current CPR Certificate.

Desirable

1. Tertiary qualifications in an appropriate discipline.
2. Previous experience working in a hospital/medical services administration environment.

Human Resource Principles within the role

1. Undertake all work as rostered.
2. Comply with FCD Health policy related to attendance, agreed required business hours, annual leave planning and flexible working arrangements.
3. Compliance with all FCD Health policy in relation to the treatment of all FCD Health staff.
4. Participate in FCD Health Annual Review and Development Plans.
5. Attend in-service training and professional development courses on an ongoing basis.

Team Building

1. Demonstrate and maintain a high standard of work, setting an example for co-workers.
2. Demonstrate well-developed teamwork skills.

Continuum of Care

1. Be pro-active offering assistance to clients.
2. Consult and collaborate with all other staff where required to provide a high quality of non clinical service to patients.
3. Clearly communicate issues in a succinct and understandable way.
4. Assist to develop and maintain a high level of morale.
5. Promote loyalty to the organization both internally and externally.
6. Assist with policy and procedure development and review.

Information Management

1. Maintain information management as per Equip manual in all positions worked.

Improving Performance

1. Assist with identifying quality and efficiency improvements in all areas.

Safe Practice and Environment

1. Maintain and ensure safe and healthy work practices and conditions.
2. Report and document all accidents/incidents to the Chief Executive Officer.
3. Implement recommendations to avoid, reduce or eliminate hazards.
4. Take care to avoid adversely affecting the health and safety of any other person through any act or omission at work.
5. Be familiar with fire and emergency procedures.
6. Attend and assist in Emergencies as directed by the Chief Executive Officer or delegate. Have a working knowledge of all emergency codes and responds according to FCD Health policy.

Acceptance

- I **xxx** agree to this position description.
- The following documents are attached to my acceptance

	Pls tick ✓
Acceptance of Position, with Signed Letter of Offer	

 Print Name

 Signature

 Date