

Position Description			
Name		Date	
Position Title	Executive Assistant to the Executive Director Integrated Care		
Department	Integrated Care Directorate		
EBA / Award	Victorian Stand Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022		
Classification and hours	Management and Administration Officer Grade 3; salary packaging as per company policy; superannuation guarantee. 76 hours per fortnight, 1 EFT, Monday – Friday		
Performance Review	Upon completion of 6 month probationary review and annual performance appraisal thereafter		
Primary Site	Wodonga or Wangaratta. Regular travel to other Gateway Health sites will be required. Working from Home arrangements may be required as a component of the work location.		
Reporting to	Executive Director Integrated Care		
Direct Reports	Nil		
Budgetary Responsibilities	Not applicable		
Position Description Review	This position description will be reviewed annually in July each year or sooner as part of the annual performance appraisal; when the position becomes vacant; or as deemed necessary.		
Liaises with Internally	<p>The position works in consultation with:</p> <ul style="list-style-type: none"> • CEO and Executive Directors • General Managers, Integrated Care Directorate • Executive Assistant to the CEO • Administration Assistant to the Executive leadership team • Board Committee Chairs • Senior Management Team, Program Managers and Team Leaders • Gateway Health Business Services including People Working Well; ICT; Finance and Facilities, Risk and Quality Improvement 		
Liaises with Externally	<p>This position may be expected to liaise with, though not limited to the following;</p> <ul style="list-style-type: none"> • Local, State and Commonwealth Government Departments a • Funding bodies • Consultants and contractors engaged in Gateway Health projects • Academic and professional bodies • Relevant industry forums and peak bodies • Relevant regional health and wellbeing organisations 		

<p>Program Information</p>	<p>The CEO and Executive Leadership Team are responsible for co-ordinating the achievement of Gateway Health’s strategic and operational goals. The Executive Director Integrated Care is a member of the Executive Leadership Team and is responsible for leadership of the Integrated Care Directorate. The Integrated Care Directorate consists of four divisions, each led by a General Manager. These Divisions are:</p> <ul style="list-style-type: none"> • Alcohol and Drugs Division • Community Care • Mental Health and Wellbeing • Primary Care
<p>Purpose of the role</p>	<p>Reporting to the Executive Director Integrated Care (EDIC), the Executive Assistant (EA) is responsible for:</p> <ul style="list-style-type: none"> • Facilitating effective functioning of the office of the Executive Director Integrated Care and ensuring efficient business systems, communication and administrative functions. • Preparing minutes and papers for Quality of Care and Community Engagement Committees of the Board. • Preparing minutes and papers for the Better Care Operational Committee and other committees chaired by the EDIC. • Providing relief cover to the EA to the CEO during periods of leave, including preparing minutes and papers for meetings of the Board and Board committees. <p>The position is expected to:</p> <ul style="list-style-type: none"> • Be a role model for values based communication and engagement • Maintain a focus on the organisations strategic priorities • Know and value our people and our work • Contribute to a health promoting work environment. <p>The role is pivotal in supporting the Executive Director Integrated Care, the CEO and the Board to achieve their governance responsibilities.</p>
<p>About Gateway Health</p>	<p>Gateway Health is a not-for-profit Company Limited by Guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic), and is governed by a skills based Board of Directors.</p> <p>Vision: People Living Well</p> <p>Purpose: To provide care and services that connect the community and strengthen individual and population health and wellbeing</p> <p>Values: We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p>Principles:</p> <p><i>We advocate for fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We respect the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We recognize the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p>

	<p><i>We actively listen</i> and work alongside the community and each other to design and deliver better solutions.</p> <p><i>We believe</i> a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</p> <p><i>We contribute</i> to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</p> <p>These values and principles reflect the way we interact with consumers, our partners, volunteers and each other, and guide our approach to service design and delivery.</p> <p>Gateway Health promotes a learning culture that encourages innovation and initiative and recognises our staff as our greatest asset. We build and foster strengths-based programs that focus on support and recovery.</p> <p>The organisation employs over 380 staff providing a range of primary health and wellbeing services across North East Victoria and parts of Southern New South Wales. Services are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford; outreach services to rural communities across the region, and through telehealth.</p> <p>Gateway Health serves all people, and is committed to improving individual and population health outcomes. We do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p>
<p>Code of Conduct</p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures • Maintain a high professional standard and work with integrity • Develop collaborative working relationships • Communicate with respect and tolerance • Maintain a client focus • Adopt a Continuous Improvement approach • Work within legislative and compliance framework.
<p>Key Responsibilities and Accountabilities</p>	
<p>Efficient and effective business and administrative systems</p>	
<ul style="list-style-type: none"> • Provide a positive first point of contact for internal and external stakeholders in a courteous and professional manner with strict adherence to the organisation's confidentiality policy • Reflect Gateway Health's vision and values in all communication with staff and the community • Demonstrate culturally competent interactions with Aboriginal people. Gateway Health requires all staff to provide a holistic approach to the health needs and rights of Aboriginal people • Develop and maintain collaborative relationships with the EA to the CEO and Administrative Assistant to the Executive Team to ensure effective administrative support to the Board, the CEO and Executive Leadership Team. • Co-ordinate efficient and effective operation of the office of the Executive Director Integrated Care including: 	

- Provide efficient and effective diary calendar management, call screening, and email management including prioritising, delegating and drafting responses on behalf of the EDIC.
- Work closely with the EDIC to prioritise commitments, coordinate timely responses to requests, and following through on issues to successful resolution
- Analyse incoming and outgoing communications for the EDIC using appropriate tracking systems and deadlines to ensure matters are actioned in order of importance, priority and urgency
- Coordinate travel and accommodation bookings for the CEO and Executive staff
- Maintain the supervision, appraisal and leadership rounding calendar for the EDIC's direct reports
- Maintain up-to-date service directories and distribution lists for communication with staff groups, committees, consumer networks, government departments, and agency networks,
- Coordinate preparation of material for submissions and tenders, annual reports, media statements and newsletters generated through the office of the EDIC
- Ensure prompt response and processing of all correspondence, timely authorisations of contractual agreements, submission financial and activity reports, purchase orders and other business transactions generated through the office of the EDIC.
- Coordinate virtual or face to face meetings on behalf of the EDIC. This will include liaising with senior internal and external meeting attendees, arranging venues, audio-visual equipment, catering, preparing and distributing minutes, agenda's, meeting papers/digital displays for Board, Board sub-committees, executive governance and staff meetings, and following up on actions from these meetings.
- Maintain effective electronic and paper based systems for recording, filing, storage and retrieval of correspondence, corporate records, documents and reports

Board and Executive Leadership Team Meetings

- Provide administrative support to the CEO in organising meetings of the Board - Quality of Care, Community Engagement and Risk Governance Committees, and preparation and distribution of papers and minutes for these committees.
- Provide administrative support to the EDIC in organising meetings of the Better Care operational committee, and preparation and distribution of papers and minutes for this committee.
- Provide relief cover to the EA to the CEO during periods of leave, including preparation and distribution of papers and minutes for meetings of the Board and Board Committees, and the Executive Leadership Team.
- Liaise with the EA to the CEO to coordinate annual cycles of review of Terms of Reference, meeting schedules and workplans for Board committees.

High Performing Teams

- Participate in continuing professional development programs to maintain and enhance skills, including mandatory training by the due date.
- Improve performance by seeking feedback, setting goals and participating in the annual performance review and development process.
- 100% compliance with mandatory and refresher training requirements as outlined in the Gateway Health Learning and Development Procedure
- Contribute to productive and positive team meetings.
- Positively contribute to the culture and spirit of the Executive Leadership Team, work environment and to Gateway Health.
- Ensure your behaviour is congruent with organisational values, behaviours and goals
- Positively embrace and adopt change as it occurs.
- Continually develop both personally and professionally to meet the changing needs of your position, career and organisation.

Quality and Safety

- Contribute to the creation of safe work environments for self and others through adherence to Gateway Health's occupational health and safety procedures

- Minimise the risk of infection to consumers, staff, contractors, volunteers and members of the public.
- Comply with requirements of Quality Improvement Program (QIP) and all other relevant standards and regulations, including Child Safe Standards

Organisational Responsibilities

- As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set
- Maintain privacy and confidentiality at all times
- Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.
- Contribute to organisational quality activities to ensure continual review and improvement.
- Contribute to creation of a safe and welcoming workplace at all times.
- Protect the rights, safety and wellbeing of children and provide a child safe environment.
- Promote Gateway Health as a quality service provider.
- Demonstrate sensitivity, empathy and respect for the customs, culture, values and spiritual beliefs of others at all times.

KPI's

- Accurate and timely documentation of meeting minutes
- Timely preparation and distribution of meeting papers
- 100% compliance with mandatory training requirements
- Active participation in the performance development and review process
- Confidentiality is maintained on all issues relating to the organisation, staff and clients.

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
 - Sitting, standing, bending, reaching
 - Computer work, data entry
 - Operating equipment
 - Use of personal protective equipment
 - General waste handling
 - Driving motor vehicles
 - Dealing with anxious or upset staff, consumers or members of the public
 - Work at and travel to other locations will be required
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- *Flexible hours are required to attend meetings of the Board or Board Committees*

Key Selection Criteria

Applicants MUST address the Selection Criteria below when completing an employment application

Essential

1. A relevant qualification (eg. Diploma, Degree), OR equivalent relevant work experience in providing high level administrative support at executive level within a medium to large complex organisation
2. Demonstrated ability to professionally handle sensitive and confidential information, and use appropriate judgment, diplomacy and discretion
3. Excellent interpersonal skills including verbal and written communication skills to build and maintain strong, effective working relationships

4. Experience in taking accurate meeting minutes using analysis and judgement
5. Exceptional IT skills in the Microsoft suite of products, databases, reporting, electronic document management, administering corporate records and digital communications
6. Strong organisational skills, with the ability to prioritise demands, escalate where required, anticipate needs and forward plan
7. Commitment to continuous improvement, collaboration and a positive approach to change

Desirable

8. Experience in the not-for-profit sector and understanding of governance obligations required for a company
9. limited by guarantee would be an advantage but not essential
10. Familiarity with Ovens Murray Health region would be an advantage

Mandatory Requirements

- Current Australian Drivers Licence or accepted International Drivers licence
- Confirmation of your right to work in Australia, Satisfactory National/International Police, and Victorian Working with Children Checks must be provided prior to commencement.
- Evidence of COVID Vaccination or Contraindication must be provided prior to commencement.

I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- I will comply with my contract, all policies and procedures and follow directions given.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by

(print name): _____

**Employee
Signature:** _____

Date: _____