

**ROLE DESCRIPTION**

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| **Role Title** | Executive Assistant PLHS Leadership |
| **Classification Code** | AS02 |
| **Position Number** | P23563 |
| **Local Health Network** | Eyre and Far North Local Health Network |
| **Hospital/ Service/ Cluster** | Port Lincoln Hospital |
| **Division** | Administration |
| **Department/Section / Unit/ Ward** | Acute Services |
| **Role reports to** | Port Lincoln Hospital Director of Nursing and Midwifery |
| **Role Created/ Reviewed Date** | November 2019/June 2024 |
| **Criminal History Clearance Requirements** | NPC – Unsupervised contact with vulnerable groups  DHS Working With Children Check (WWCC)  NDIS Worker Check  [Please click here for further information on these requirements](https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/careers/guidelines+for+applicants/guidelines+when+applying+for+a+job+in+sa+health#scrollTo-Criminalhistoryscreeningandbackgroundchecks6) |
| **Immunisation Risk Category** | Category A (direct contact with blood or body substances)  Category B (indirect contact with blood or body substances)  Category C (minimal patient contact) |

**ROLE CONTEXT**

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| **Primary Objective(s) of role:** |
| |  | | --- | | The Executive Assistant is responsible for the provision of an effective and timely personnel and clerical support to the Director of Nursing and Midwifery. This entails, in addition to other duties incumbent in the role,:   * Coordinating appointments and bookings * Management of consumer feedback * Criminal History Check process * Coordinating Resources * Preparing and receiving correspondence * Producing publications * Preparation of invoices and journals * Maintaining databases and associated paperwork * Other duties as required   The role requires the incumbent to be able to work collaboratively and independently; achieving confidential high performance outcomes as required. | |

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| **Direct Reports:** |
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| **Key Relationships/ Interactions:** |
| Internal   |  | | --- | | * Director of Nursing and Midwifery * Nursing and Midwifery executive * Clinical & non clinical employees |   External   |  | | --- | | * Maintain relationships with non-government organisations or other government organisations. | |

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| **Challenges associated with Role:** |
| Major challenges currently associated with the role include:   * Prioritising Workload * Professional high level interaction with employees, community members and internal/external stakeholders |

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| **Delegations:** |
| * Nil. |

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| **Resilience:** |
| SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback. |

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| **Performance Development** |
| The incumbent will be required to participate in the organisation’s Performance Review & Development Program which will include a regular review of the incumbent’s performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health and Wellbeing values and strategic directions. |

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| **General Requirements:** |
| \*NB References to legislation, policies and procedures includes any superseding versions  Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:   * Work Health and Safety Act 2012 (SA) - maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act and when relevant WHS Defined Officers must meet due diligence requirements. * *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness. * Equal Employment Opportunities (including prevention of bullying, harassment and intimidation). * *Children’s Protection Act 1993 (Cth)* – ‘Notification of Abuse or Neglect’. * Disability Discrimination. * Independent Commissioner Against Corruption Act 2012 (SA). * SA Information Privacy Principles. * Relevant Awards, Enterprise Agreements, *Public Sector Act 2009 (SA)*, *Health Care Act 2008 (SA)*, and the SA Health (Health Care Act) Human Resources Manual. * Relevant Australian Standards. * Duty to maintain confidentiality. * Smoke Free Workplace. * To value and respect the needs and contributions of SA Health Aboriginal staff and clients and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery. * Applying the principles of the South Australian Government’s Risk Management Policy to work as appropriate. * Health Practitioner Regulation National Law (South Australia) Act 2010. * *Mental Health Act 2009 (SA)* and Regulations. * *Controlled Substances Act 1984 (SA)* and Regulations. * Professional Practice Standards and competencies consistent with area of practice as varied from time to time. * SA Health / EFNLHN policies, procedures, guidelines and standards. |

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| **Confidentiality and Handling of Official Information:** |
| By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.  SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.  SA Health employees will not misuse information gained in their official capacity.  SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction. |

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| **White Ribbon:** |
| SA Health and Wellbeing has a position of zero tolerance towards men’s violence against women in the workplace and the broader community.   In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health and Wellbeing regarding acceptable workplace behaviour. |

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| **Cultural Statement:** |
| The Eyre and Far North Local Health Network welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. This LHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture. |

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| **Special Conditions:** |
| \*NB Reference to legislation, policies and procedures includes any superseding versions   * It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance. * Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Screening and Licensing Unit, Department for Human Services (DHS). * Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups. * Risk-Assessed roles under the National Disability Insurance Scheme (Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory NDIS Working Screening Check through the Department of Human Services (DHS) Screening Unit. * National Police Certificates must be renewed every 3 years thereafter from date of issue. * Working With Children Checks must be renewed every 5 years thereafter from date of issue. * The position is primarily located at Port Lincoln but the incumbent maybe required to work from other sites within EFNLHN area. * Must be an Australian Resident or hold a current working visa. * Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees. * The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident. * Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met. |

**Key Result Area and Responsibilities**

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| **Key Result Areas** | **Major Responsibilities** |
| Administrative service for the Executive Team | * Identifying, monitoring and attending to urgent enquiries, ensuring resolution and professional quality of responses coming from within the Hospital, ensuring conformity with Government Policies and Standards. * Providing a high level secretarial support for meetings and conferences, including the taking of minutes, including after hours, preparation of agenda items, reports and correspondence, including researching information, collating data, drafting responses and providing status reports on outstanding issues. * Provide a high quality and confidential written skill level including drafting/formatting confidential correspondence and agenda preparation/ minute taking on behalf of the Director of Nursing and Midwifery. * Coordinating travel and accommodation arrangements as directed * Provide an efficient and effective record and file management system * Ensure the provision of a high quality word processing and desktop publishing service. * Ensure information is managed effectively (e.g. filing, Criminal History Checks) * Provide assistance to other Nursing/midwifery Executive members as required. * Promote and model respectful behaviours consistently |
| Communication | * Building and maintaining respectful and effective interpersonal relationships ensuring the provision of a timely, concise and accurate service. * Ensure effective and timely communication with SA Health and Wellbeing, senior employees, other government agencies and external organisations by coordinating and preparing correspondence and liaising as directed. * Communication skills shall be highly developed and will be reflected as a positive role model. * Actively participate in introducing new initiatives and supporting change management * Provide direct support to middle managers and other employees as requested, including compilation of reports, mail outs and surveys * Ensure all relevant operational policy and procedure manuals are maintained and current. * Maintain data bases as required. |
| Resources | * Participating in a range of quality activities for the identification and correction of issues arising within the Nursing and Midwifery Department * Coordinate all resources necessary to manage administration through the management of stock and consumables, the preparation of requisitions and orders as necessary. * Arranging required travel and accommodation and itineraries as required. * Oversight and assistance with resource management – human & material. |

**Knowledge, Skills and Experience**

**ESSENTIAL MINIMUM REQUIREMENTS**

**Educational/Vocational Qualifications**

* Current Full Driver’s License

**Personal Abilities/Aptitudes/Skills:**

* Ability to communicate effectively, both verbally and in writing with a range of people at all levels within and external the health service.
* Ability to work in collaboration with other employees and maintain effective working relationships.
* Demonstrated ability in the use of Microsoft Office products, particularly and advance level of ability in MS Word, MS Excel and the creation and maintenance of MS Access Databases.
* Ability and experience with setting up video/ teleconferencing and any other technology essential to performing the tasks required by the Leadership Team.

**Experience**

* Extensive experience in providing a confidential and professional secretarial and administrative support service to Leadership level staff with efficiency and accuracy including minute taking, preparing agendas and other relevant material and attending to relevant action items.
* Experience in the analysis and creation of systems for quality improvement.

**Knowledge**

* Knowledge and understanding of the principles of confidentiality.
* Knowledge and understanding of the Code of Ethics for Government Employees.

**DESIRABLE CHARACTERISTICS**

**Educational/Vocational Qualifications**

* Nil

**Personal Abilities/Aptitudes/Skills:**

* Ability to liaise with senior executive as well as other employees and clients in a diplomatic manner.
* Ability to problem solve and resolve issues in a pleasant manner.

**Experience**

* Previous experience in a health related environment.

**Knowledge**

* An understanding of government mechanisms and public sector administrative policies and procedures.

**ORGANISATIONAL CONTEXT**

**Organisational Overview:**

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care, and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological, and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

**Our Legal Entities:**

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing.

The legal entities include but are not limited to Department for Health and Wellbeing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women’s and Children’s Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

**SA Health Goals and Strategies:**

The achievement of key SA Health goals, directions and strategies are articulated within the following:

> South Australian Health and Wellbeing Strategy 2020-2025

> State Public Health Plan 2019-2024

> SA Health Strategic Clinical Services Plan 2021-2031

> SA Mental Health Services Plan 2020-2025

> SA Health Clinical Services Capability Framework

**Eyre and Far North Local Health Network:**

Our Local Health Network (LHN) is responsible for the planning and delivery of hospital and health services over 337,626 square kilometres, taking in the Eyre Peninsula, western part of South Australia and north of Coober Pedy. It supports approximately 40,000 people.

Services provided within the Eyre and Far North region include accident and emergency, day and inpatient surgery, Aboriginal health, mental health, obstetric services, chemotherapy, renal dialysis, community and allied health, and aged care and disability services.

We have Health facilities located within Port Lincoln, Tumby Bay, Cummins, Lock, Elliston, Streaky Bay, Wudinna, Kimba, Cleve, Cowell, Ceduna and Coober Pedy.

The health units within the Eyre and Far North LHN have dedicated and experienced staff who strive to meet the needs of the community by providing the highest level of health care.

**Values**

**SA Health Values**

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

* We are committed to the values of integrity, respect and accountability.
* We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
* We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

**EFNLHN Values**

The values of EFNLHN express the type of conduct required by our employees to further our vision to be a trusted provider of accessible, responsive, and innovative health, disability, and aged care services to support the wellbeing of our diverse communities.

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| **Accountability** | **Connected** | **Respect** | **Caring** |
| * We value taking responsibility for all that we do | * We value being part of our local community and our LHN community | * We value every individual and their uniqueness | * We value providing compassionate care to those who need it |
| * We value acting with integrity when striving to achieve our goals | * We value listening and collaborating with others | * We value being considerate and kind to ourselves and others | * We value putting our consumers at the centre of everything we do |
| * We value following through on what we say we will do | * We value two-way communication | * We value the diversity of our communities and the people in them | * We value taking the time to understand our consumers and their needs |

**Code of Ethics**

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector

and applies to all public service employees:

* Democratic Values - Helping the government, under the law to serve the people of South Australia.
* Service, Respect and Courtesy - Serving the people of South Australia.
* Honesty and Integrity- acting at all times in such a way as to uphold the public trust.
* Accountability- Holding ourselves accountable for everything we do.
* Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

**Aboriginal Health**

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

**Approvals**

**Role Description Approval**

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**  **Role Title:**

**Signature:**  **Date:**

**Role Acceptance**

**Incumbent Acceptance**

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health and Wellbeing as described within this document.

**Name:**  **Signature:**

**Date:**