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SA Health Job Pack

Job Title	Executive Assistant to the Chief Executive Officer
Eligibility	Open to Everyone
Job Number	871734
Applications Closing Date	21 July 2024
Region / Division	Limestone Coast Local Health Network
Health Service	Office of the Chief Executive Officer (CEO)
Location	Mount Gambier
Classification	ASO4
Job Status	Permanent Full Time
Salary	\$75,430 - \$79,070 p.a

Contact Details

Full name	Emma Poland
Position	Chief Executive Officer
Phone number	0427 171 172
Email address	emma.poland@sa.gov.au

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Human Services (DHS) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☐ Working with Children Check (WWCC) - **DHS**
- ☐ National Disability Insurance Scheme (NDIS) Worker Check- **DHS**
- ☒ Unsupervised contact with Vulnerable groups- **NPC**
- ☐ Unsupervised contact with Aged Care Sector- **DHS**
- ☐ No contact with Vulnerable Groups - General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Immunisation

Risk Category B (indirect contact with blood or body substances)

This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category B (indirect contact with blood or body substances). [Please click here for further information on these requirements.](#)

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to [Guidelines for Applicants](#) for further information regarding

- Salary Packaging
- Opportunities for movement within SA Health
- Flexible working arrangements
- Criminal History screening and background checks
- Immunisation requirements
- Rights of review
- Information for applicants

ROLE DESCRIPTION



Health
Limestone Coast
Local Health Network

Role Title:	Executive Assistant to the Chief Executive Officer
Classification Code:	ASO4
LHN/ HN/ SAAS/ DHA:	Limestone Coast Local Health Network (LCLHN)
Division:	Office of the Chief Executive Officer (CEO)
Role reports to:	Chief Executive Officer
Role Created/ Reviewed Date:	May 2024
Criminal History Clearance Requirements:	<input type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Check <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups
Immunisation Risk Category	<input type="checkbox"/> Category A <input checked="" type="checkbox"/> Category B <input type="checkbox"/> Category C

ROLE CONTEXT

Primary Objective(s) of role:

The Executive Assistant is accountable to the Chief Executive Officer, Limestone Coast Local Health Network for the provision of a confidential, efficient and effective administrative support service to the Chief Executive Officer. This includes providing timely and high quality personal administrative and secretarial services, appointment management, information coordination, minor project work associated with meetings, and the CEO's general administrative support requirements. This will result in ensuring that the CEO is well prepared and advised regarding all business activities.

The incumbent will also provide supervision and coordination of the Office of the CEO.

Direct Reports:

- > Administration Services Officers within the Office of the CEO

Key Relationships/ Interactions:

Internal

Works with but not limited to the following internal stakeholders:

- > The role reports to the CEO with functional responsibility to the CEO;
- > The incumbent works closely with members of the LCLHN Executive and relevant support staff;
- > Works collaboratively with other managers and staff across LCLHN.

External

Works and liaises with, but not limited to, the following external stakeholders:

- > Department of Health & Wellbeing (DHW);
- > Other government and private agencies;
- > Local Health Networks CEO's, Executive Assistants and support staff;
- > Members of the public as required.

Challenges associated with Role:

Major challenges associated with the role include:

- > To work in a professional manner to support the maintenance of a positive image for LCLHN and influence the development and fostering of effective partnerships and relationships.
- > Prioritisation of own work to ensure on time delivery of outcomes and meeting deadlines, particularly in the context of multiple and potentially competing demands on the incumbent's time.

Delegations:

As per the LCLHN HR Delegations

Resilience:

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

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 values and strategic directions.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, 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.
- > Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012 (SA)*.
- > *Information Privacy Principles Instruction*.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* 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.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

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.

White Ribbon:

SA Health 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 regarding acceptable workplace behaviour.

Cultural Statement:

The Limestone Coast Local Health Network welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. Limestone Coast Local Health Network is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture

Special Conditions:

- > 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.
- > 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

Key Result Areas	Major Responsibilities
Ensure the provision of a high level and confidential executive support service to the CEO	<ul style="list-style-type: none"> > Effectively managing the appointment diary, monitoring relevant correspondence (including email) for the CEO. > Coordinating and providing agendas, documentation and briefings in preparation for attendance at meetings. > Providing a high level secretarial and executive support for meetings and conferences including taking of minutes, preparation of agenda items, reports, briefings and correspondence including researching information, collating data, drafting responses and providing status reports on outstanding issues > Provide a high quality, confidential word processing service including drafting and formatting confidential correspondence on behalf of the Chief Executive Officer. > Taking initiative in the identification of issues and the collation, preparation and presentation of information for consideration by the CEO arising from correspondence and meetings. > Understanding the political environment and working effectively with to coordinate and manage changing and conflicting priorities. > Undertaking specific minor research and investigation for the CEO and liaise with project managers, health units, agencies and service providers in obtaining required information. > Establish effective high-level working relationships across LCLHN to support the efficient communication and timely preparation of information, correspondence and reports for the CEO. > Provide an interface between the CEO, Senior Leadership Team members, and Regional LHN's, Office of the Minister for Health, Government and non-Government Agencies, the private sector and the public.
Ensure the provision of high level administrative support to achieve optimal support across LCLHN	<ul style="list-style-type: none"> > Coordination of the travel and accommodation requirements and itineraries for the CEO and LCLHN Executive as required. > Contribute to the provision of effective communication and information channels within the Executive team and LCLHN staff. > Exercise initiative, authority and judgement when appropriate to undertake the day-to-day management of the position as well as tasks and / or projects that do not have established practices and procedures. > Provide high level and professional responses while ascertaining relevant and critical details to assess and determine subsequent actions. > Processing of invoice/accounts within the Basware Invoice system and processing of Oracle Orders. > Coordinating of room bookings for Office of the CEO using the electronic booking system for committee and other meetings. > Ensuring maintenance and coordination appropriate office and records management systems and maintaining appropriate stationery stock within the Office of the CEO. > Arranging hospitality and catering requirements as necessary. > Responsibility of quarterly reporting to the Health Services Charitable Gifts Board (HSCGB) South Australia of donations received and

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	arranging the transfer of these donations to HSCGB and submission of requests for funds for the funding of particular items/equipment.
Coordination of the Office of the CEO	<ul style="list-style-type: none">> Coordinate and provide senior support and oversight to the relevant Administration Officers within the Office of the CEO to ensure the delivery of effective and efficient support.> Maintain sound business relationships and contribute to a culture of positive employee relations at a local level.> Contribute to the development of an integrated team approach and problem-solving culture which is highly responsive to the needs of LCLHN.> Encourage and support colleagues in working together to meet deadlines.> Initiating and supporting regular review of work practices to foster team relations and enhance work performance.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > N/A

Personal Abilities/Aptitudes/Skills

- > Demonstrated ability to provide high level effective and confidential Executive Assistant services at the senior executive level.
- > Demonstrated ability to effectively communicate with a wide range of audiences verbally and in writing.
- > Demonstrated ability to work independently, cope with a high volume of work and constant changes of priorities in a sensitive and high pressure environment.
- > Demonstrated ability to liaise, negotiate, mediate and develop effective working relationships with management and staff from a variety of backgrounds using tact, discretion and impartiality.
- > Demonstrated ability to recognise and deal discreetly with confidential matters and demonstrated integrity of the highest order.
- > Demonstrated time management skills.
- > Proven ability to communicate and work with other to manage the varying agendas of stakeholders to influence, earn trust and respect and obtain cooperation and support as relevant.
- > Demonstrated ability to prioritise work, organise workloads and meet demanding timeframes in a sensitive and high-pressure environment.
- > Demonstrated ability to provide efficient and professional executive services to committees, including organising meetings and itineraries, recording minutes and formulating agendas, and attending to relevant action items.
- > Demonstrated ability to analyse problems and develop and implement appropriate solutions using initiative, autonomy, authority and judgement.
- > Demonstrated ability to monitor and evaluate administrative performance, develop and implement strategies for process improvement, and readily adapt to changing practices and systems.

Experience

- > Proven experience in the provision of a comprehensive and high-level range of administrative and secretarial support services, including management of diary appointments, travel arrangements and events, and preparation of minutes, reports, letters, briefs and other correspondence.
- > Proven experience in establishing and maintaining effective office systems and procedures.
- > Demonstrated experience in undertaking specific minor research and project activities.
- > Experience in administrative process and records management, and in the use of computing software packages including word processing, desktop publishing, Outlook, Microsoft PowerPoint and Excel to produce high quality documents and presentation material.

Knowledge

- > Sound knowledge and understanding of the principles and practices for the provision of executive assistant / administrative support services to senior management.
- > Proven understanding of the requirement for maintaining confidentiality.
- > Sound knowledge of grammar, spelling and layout/presentation of documents.

- > Knowledge and understanding of contemporary Human Resource practices and approaches, human resource management and procedures, Work Health Safety, Equal Employment Opportunity and performance management processes and quality improvement principles and procedures.
- > Knowledge of Records Management systems and processes.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > N/A

Personal Abilities/Aptitudes/Skills

- > Ability to lead and inspire staff by modelling high standards of work performance, provide leadership in the creation of ideas and innovation and clearly communicate the strategic direction of the organisation.
- > Ability to initiate and implement workplace change, particularly in relation to the identification and evaluation of improved work practices.
- > Ability to effectively identify, access and use administrative support resources and information in accordance with government and DHW policies, procedures and guidelines.

Experience

- > Senior administrative service provision in a health setting, preferably at the senior executive level.
- > Experience in providing administrative, clerical and secretarial support services within the Public Sector.
- > Experience in the operations of a Chief Executive Officer's Office and/or executive levels of an agency.

Knowledge

- > Sound knowledge of administrative procedures and policies within the SA Public Sector including for information and records management.
- > Sound knowledge of the SA Health system including the role of key stakeholders and key Operational and Regional programs.
- > General understanding of Aboriginal culture and a willingness to undertake further training in this area.

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 Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, 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 Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Limestone Coast Local Health Network:

Residents within the Limestone Coast Local Health Network have access to a wide range of health care services. The Limestone Coast region covers a large geographical area which consists of the Upper and Lower South East, and extends all the way to the Victorian border.

Services provided within the South East region include accident and emergency, day and inpatient surgery, aboriginal health, obstetric services, community health and aged care services.

We have Health facilities located within Mount Gambier, Bordertown, Keith, Kingston, Millicent, Naracoorte and Penola. The links below can be used to navigate to detailed information on the different Hospital and Aged Care sites, as well as Country Health Connect.

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

Values

LCLHN Values

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

Integrity	<ul style="list-style-type: none"> > We know integrity involves not only doing what is right when everyone knows, but also when no one is watching > We recognise the importance of our work and display a high standard of professionalism > We do what we say and say what we mean
Honesty	<ul style="list-style-type: none"> > We engage in open, clear and honest communication > We are transparent and truthful in our actions > We acknowledge our strengths, limitations and mistakes and learn from these for improvement
Courage	<ul style="list-style-type: none"> > We have the courage to speak up and respectfully challenge others > We are committed to being a high performing team and support a culture that fosters continued progress and growth > We show resilience in the face of adversity
Care	<ul style="list-style-type: none"> > We provide compassionate, appropriate and safe care in a supportive and nurturing environment > We partner with consumers, family members and carers to help them make decisions and support them along the care continuum > We create a culture of care where staff are supported and positively engaged in their work
Respect	<ul style="list-style-type: none"> > We seek to understand and value others by putting ourselves in their shoes > We listen attentively, communicate openly and act without judgement > We recognise and welcome diversity within our community and our staff

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: EMMA POLAND

Role Title: CEO Limestone Coast Local Health Network

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 as described within this document.

Name:

Signature:

Date: