

Position	Executive Assistant
Classification	ASO3
Division	Mental Health
Department / Section / Unit / Ward	Repat Health Precinct
Role reports to	Operationally: > Clinical Director and Co-Director Mental Health Services Professionally: > Clinical Director and Co-Director Mental Health Services
CHRIS 21 Position Number M55151/ M55180	Role Created / Review Date 31/10/2019
Criminal History Clearance Requirements <input checked="" type="checkbox"/> National Police Check <input type="checkbox"/> Child - Prescribed (Working with Children Check)	Immunisation Risk Category Category B (indirect contact with blood or body substances)

JOB SPECIFICATION

Primary Objective(s) of role:

Responsible to the Directors of Mental Health Services SALHN for the provision of a confidential Executive Assistant service that achieves an effective level of management of the Director roles, responsibilities in day-to-day management and strategic activities.

The Executive Assistant (EA) provides an administrative and confidential secretarial service to the Directors and is required to work with a minimum of supervision. The incumbent is the first point of contact to the Directors and is required to communicate effectively with a variety of people including the office of the CEO SALHN, Ministerial staff, Department of Health staff, staff across the Southern Adelaide Local Health Network (SALHN), all levels of management, patients, relatives and other users of the hospital, outside agencies and the media and Flinders University staff.

Discretion, impartiality and tact in dealing with others will be critical.

The incumbent will often need to refer matters to more appropriate areas and this will require the ability to gain the co-operation of others and a broad based knowledge of SALHN and the Health Sector in general.

In providing a secretarial service to committees/working parties, the incumbent will also be required to organise meetings, prepare agendas, keep records of meetings and disseminate decisions.

The incumbent will also be required to undertake project, research and investigative duties and to prepare correspondence and reports.

Direct Reports: (List positions reporting directly to this position)

> Nil

Key Relationships / Interactions:

Internal:

- > Liaises daily with the Directors.
- > Liaises with part-time ASO3 Executive Assistant as a shared role
- > Work closely with other relevant officers within the Executive Office
- > The incumbent has day-to-day responsibility of one ASO2 admin staff located within the Executive Office

- > Works collaboratively with its academic partner Flinders University staff and personnel

External:

- > Patients/carers/parents/visitors
- > Relevant government and non-government organisations as required to meet the needs of the role.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > 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.
- > The role requires quick thinkers who can react to the challenges associated within a high level managerial environment.

Delegations: (As defined in SALHN instruments of delegations)

Financial	N/A
Human Resources	N/A
Procurement	N/A

Resilience

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

Performance Development

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and SALHN 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, Policies, Procedures and legislative requirements including but not limited to:

- > National Safety and Quality Health Care Service Standards.
- > *Work Health and Safety Act 2012 (SA)* 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 in the Immunisation for Health Care Workers in South Australia Policy Directive.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children’s Protection Act 1993 (Cth)* – ‘Notification of Abuse or Neglect’.
- > *Public Interest Disclosure Act 2018*.
- > Disability Discrimination.
- > Information Privacy Principles.
- > 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.

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- > 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.
- > *Mental Health Act 2009 (SA)* and Regulations.

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.

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* and Child Safety (Prohibited Persons) Regulations 2019 must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.
- > Working with Children Clearance must be renewed every five (5) years.
- > 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the *Aged Care Act 2007 (Cth)* must be renewed every 3 years.
- > Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.
- > 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 2008* 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.
- > The incumbent is required to have a Driver's License as they will be required to travel to other SALHN sites for their work requirements driving Fleet vehicles.
- > Work locations may move so you may be required to change location.

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	<ul style="list-style-type: none"> > Commitment to delivering high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan.
Administrative Services and Support.	<p>Providing effective and efficient executive assistance to the Directors by ensuring that:</p> <ul style="list-style-type: none"> > A confidential and accurate keyboard and stenographic service is provided > Relevant reports, submissions and other documentation are provided in a timely and accurate manner > Relevant correspondence and replies to correspondence and inquiries are drafted > The Director's electronic diary is co-ordinated in a manner that maximises use of time and results in effective time management > Meeting and travel arrangements are organised > A range of investigative and research work is undertaken in a timely and accurate manner > Undertaking work with minimum supervision, prioritising workloads and meeting deadlines and maintaining a highly organised work environment. > Contributing to the achievement of objectives by undertaking project work > Managing the process of E-Recruitment on behalf of the Directors. > Ensuring that invoices are correct on Oracle and Basware. > Organising flights, accommodation, and all other travel arrangements for staff and management. <p>Contributing to the efficient operation of regional management committees by ensuring that:</p> <ul style="list-style-type: none"> > Agendas and agenda papers are prepared in a timely and accurate manner > Each meeting's proceedings and decisions are recorded accurately > Decisions made at meetings are disseminated and their implementation monitored. > All follow-up tasks and responsibilities are undertaken to ensure that recommendations and decisions are implemented. <p>The demonstration of a commitment to ensure the service is of a high standard:</p> <ul style="list-style-type: none"> > Developing and maintaining courteous, professional relationships with all > Working as an effective team member providing a customer-focussed reception service within the EA office. > Ensuring all duties are carried out in an efficient, effective and in a timely manner > Providing support to the Mental Health Services (MHS) intranet web page by undertaking the responsibility of publishing information on the MHS Intranet site.
Records Management	<ul style="list-style-type: none"> > All forms of correspondence are received, recorded, processed and followed up > Systems are developed and reviewed that enable the broad range of electronic paper-based information received or supplied by the Clinical Director's Office, including reports, correspondence, emails, submissions, briefings, ministerial and so forth to be recorded, prioritised and co-ordinated in an efficient manner > Effective systems for filing and record-keeping are developed and maintained in line with SA Health and SALHN procedures or corporate systems such as Objective.

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	<ul style="list-style-type: none"> > Responsible for distribution and record keeping off interstate and intrastate cab vouchers and car parking permits
Maintain professional development	<ul style="list-style-type: none"> > Updating skills and knowledge in the prevention and management of aggressive incidents.
Contribution to effective operation of unit	<ul style="list-style-type: none"> > Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers. > Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector). > Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Work Health and Safety Act 2012 (SA) (WHS), Awards and Enterprise Agreements. > Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions. > Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.

1. ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills

- > Ability to manage confidential and sensitive information in a professional manner
- > Ability to use initiate and respond appropriately in the absence of the Director's
- > Ability to communicate effectively in a verbal and written manner with a broad range of stakeholders including all levels of managers and SALHN staff, Executive and other Department of Health personnel, the Minister's office, patients and their families, and other members of the general community
- > High level ability to prepare letters, memoranda and reports on behalf of the Director's and the relaying of accurate messages
- > Ability to work with minimal supervision
- > Ability to work under limited direction
- > Ability to produce accurate, well presented work within a reasonable time frame, using stenographic/audio skills and work processing packages
- > Ability to prioritise tasks, be organised and self-motivated
- > Ability to plan work, and meet deadlines
- > Ability to design and set out visual presentations on behalf of the Director's using programmes such as MS PowerPoint
- > Research skills appropriate to the collection of information for reports and projects
- > Ability to resolve conflict and other demanding situations in a constructive manner
- > High level keyboard and shorthand skills
- > Proven commitment to the principles and practise of:
 - EEO, Ethical Conduct, Diversity and Worker Health & Safety.
 - Quality management and the provision of person and family centred care.
 - Risk management.

Experience

- > Previous experience working in a health environment
- > Previous experience in a stenographic role with minutes/agendas/meeting etiquette

Knowledge

- > Awareness of National Safety and Quality Health Service Standards.
- > Understanding of Delegated Safety Roles and Responsibilities.
- > Understanding of Work Health Safety principles and procedures.
- > Understanding of Quality Management principles and procedures.
- > Awareness of person and family centred care principles and consumer engagement principles and procedures.

2. DESIRABLE CHARACTERISTICS (to distinguish between applicants who meet all essential requirements)**Personal Abilities/Aptitudes/Skills**

- > An adaptable thinking person who can identify areas to improve clerical function and performance.
- > Positive attitude and empathic manner.
- > Ability to work in a mental health service environment where the occurrence of unsettling events is likely.

Experience

- > Proven experience in basic computing skills, including email and word processing
- > Previous experience working as an Executive Assistant or similar role.
- > Previous experience in an area of public contact, preferably in a health setting.
- > Knowledge of general hospital computerised and manual procedures.
- > Broad experience working in an administrative/clerical enquiry/reception setting
- > Excellent keyboard skills

Knowledge

- > Awareness of the Charter of Health and Community Services rights.

Educational/Vocational Qualifications

- > Nil

Other Details

- > Nil

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.

SA Health Challenges

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

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 Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

Statewide	> Women's and Children's Health Network
Metropolitan	> Central Adelaide Local Health Network > Southern Adelaide Local Health Network > Northern Adelaide Local Health Network
Regional	> Barossa Hills Fleurieu Local Health Network > Yorke and Northern Local Health Network > Flinders and Upper North Local Health Network > Riverland Mallee Coorong Local Health Network > Eyre and Far North Local Health Network > South East Local Health Network

Southern Adelaide Local Health Network (SALHN)

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes

- > [Flinders Medical Centre](#)
- > [Noarlunga Hospital](#)
- > [GP Plus Health Care Centres and Super Clinics](#)
- > [Mental Health Services](#)
- > Sub-acute services, including [Repat Health Precinct](#)
- > [Jamie Larcombe Centre](#)
- > [Aboriginal Family Clinics](#)

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Code of Ethics

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; it sets out the **South Australian Public Sector Values** as:

- > **Service** – We proudly serve the community and Government of South Australia.
- > **Professionalism** – We strive for excellence.
- > **Trust** – We have confidence in the ability of others.
- > **Respect** – We value every individual.
- > **Collaboration & engagement** – We create solutions together.
- > **Honesty & integrity** – We act truthfully, consistently, and fairly.
- > **Courage & tenacity** – We never give up.
- > **Sustainability** – We work to get the best results for current and future generations of South Australians.

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

Domestic and Family Violence

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

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Role Acceptance

I have read and understand the responsibilities associated with the Executive Assistant in Mental Health Services and organisational context and the values of SA Health as described within this document.

Name

Signature

Date