

Position Title	Executive Assistant (EA)
Department	Corporate
Reports to	CEO

POSITION SUMMARY

The position of Executive Assistant (EA) provides administration support to the CEO and the Chiefs, the Board of Directors and the operations of the organisation via the Leadership Team.

The position is accountable for providing confidential and high level administration and secretariat functions - support and coordination to the office of the CEO and developing and maintaining administration systems to ensure the office operates effectively.

About this role

The position will:

- Align processes across different parts of the business and other projects and partnerships that Connect Health is involved in
- Work with the Executive and Leadership teams on two new COVID related initiatives
- Work closely with the three Chiefs to follow up on outstanding projects/ tasks
- Coordinate meeting agendas, record the minutes and coordinate meeting tasks and outcomes
- Prepare correspondence, reports and presentation materials
- Ensure organisational, staff and client confidentiality is maintained at all times

Universal Responsibilities of All Employees:

- Promote activities and programs in accordance with Connect Health & Community Vision and Purpose.
- Model and promote Connect Health & Community Values in the workplace
- Adhere to Connect Health & Community Code of Conduct, ensuring professional conduct and confidentiality is maintained at all times, Equal Opportunity principles are followed at all times and undertake and promote safe work practices and procedures in accordance with Connect Health & Community Policy
- Comply with all legislative requirements relevant to the position, policies, procedures, systems and processes of Connect Health & Community and other external stakeholders
- Connect Health & Community are committed to the safety and wellbeing of children and young people
- Intellectual Property remains the sole property of Connect Health & Community, unless otherwise authorised and confirmed in writing

INTERNAL and EXTERNAL RELATIONSHIPS

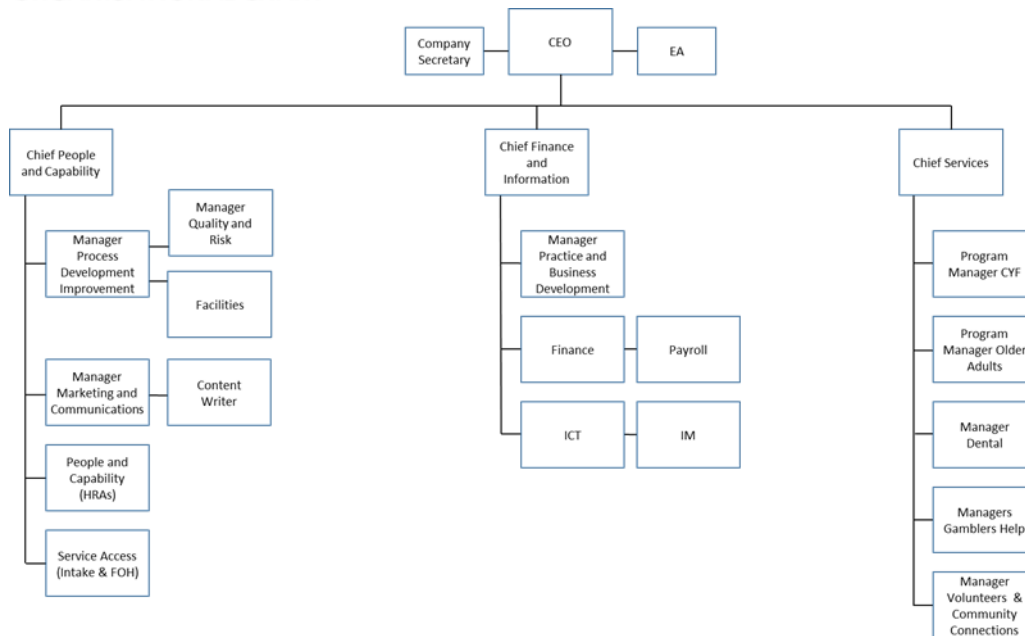
Internal working relationships include:

- Chief Executive Officer and Chiefs
- Leadership Team
- Board members
- Connect Health Staff and Volunteers

External working relationships include:

- Department of Health and Human Services
- Local Councils and other local networks/partners
- Other Community Health and service providers

Connect Health & Community recruitment and selection procedures reflect our commitment to the Safety and wellbeing of all our clients and being an inclusive and diverse workplace.

ORGANISATIONAL CHART**POSITION SPECIFIC RESPONSIBILITIES****Key tasks and Responsibilities****Connect Health Board**

- Prepare confidential CEO documents for Board presentation and discussion.
- In conjunction with the Company Secretary and at the direction of the CEO, prepare agendas, organise catering, attend and take minutes at Board meetings and Board Committee meetings For Connect Health and Sandringham Ambulatory Care Centre Ltd (SACC)
- Provision of administrative support to the Board as directed by the CEO.
- Maintain and manage the central administrative, Board and corporate shared drives, including the management of confidential files and documents.
- Coordinate Board training opportunities and book courses
- In conjunction with the Company Secretary prepare for the Annual General Meeting and other membership events , including sending and monitoring invitations, refreshments, venue, guest speaker, etc

Chief Executive Officer & Chiefs

- Provide confidential executive assistance and general administration support to the CEO and Chiefs including diary management, maintenance of meeting schedules, meetings, conferences, filing and other tasks as directed.
- Organise set-up, maintain and distribute minutes for external committees on which the CEO/Chiefs sit where necessary.
- Ensure provision of information is received in a timely manner prior to meetings.
- Provide fast and accurate formatting of documents and creation of spreadsheets and presentations.
- Administrative and/or coordination responsibility for COVID related projects
- Develop and administer office systems and procedures to ensure the efficient and effective operation of the CEO office.
- Assist with maintaining governance and operational databases; i.e. Membership Register, Contracts Register, Gifts Register, employee's years of service recognition as directed by the CEO/Chiefs.
- Refer urgent matters to the relevant Chief in the CEO's absence.
- Act as a host to visiting executives, members of government and other visiting dignitaries
- Assist in the development and preparation of reports.

Leadership Team and Organisational duties

- Provide administrative support to the Chiefs and Leadership Team where required including preparation of agenda, minutes and action lists for distribution.
- Coordination of internal and external meetings as required.
- Organise setup and manage the minutes of Connect Health organisational events such as the All Staff Forums, Leadership Forums and other Connect Health internal meetings.
- Organise room bookings and catering for large group meetings where required.
- Produce reports, correspondence and presentations as directed by the CEO/Chiefs.

GENERAL RESPONSIBILITIES

1. Commit to the transition of Connect Health & Community towards a contestable market environment where funding for service provision will be changeable and evolving
2. Meet performance expectations and mitigate the risk that under performance will have to contract obligations and stakeholder expectations
3. Promote activities and programs in accordance with Connect Health and Community strategic plan 2019-2022
4. Contribute to team activities that are in line with the Prevention and Health Promotion Strategy and participate in training as required.
5. Participate in working towards continual quality improvement within the business
6. Promote awareness to the community that Connect Health & Community encourages consumer, carer and community participation at all levels of the organisation
7. Participate in staff meetings and other organised activities such as quality improvement programs.
8. Undertake other duties as directed.

KEY SELECTION CRITERIA**Key Skills, Competencies and Personal Attributes**

1. A minimum of five years' experience in the provision of administrative and secretarial support in a senior management office environment
2. Excellent verbal and written communication skills including ability to compose written correspondence and to communicate effectively with the general community, other agencies and professionals
3. Experience working in a dynamic environment with the ability to multitask and prioritise work demands
4. Demonstrated initiative, sound judgement and ability to work with minimum supervision in a team environment
5. Demonstrated ability to use discretion and maintain appropriate level of confidentiality for important matters
6. Advanced knowledge of and demonstrated experience in the use of computer applications, data bases and IT skills (MS Word, EXCEL, PowerPoint, Publisher and Outlook)
7. Ability to work with accuracy under time constraints and pressure
8. Excellent time management and organisational skills
9. Demonstrated ability to troubleshoot and resolve issues

Mandatory requirements:

1. Current Victorian Driver's Licence
2. Current Police and Working with Children Checks
3. Current flu vaccination

Qualifications:

1. A Certificate or Diploma qualification in Business, Administration or Secretarial

Assessment

Within the context of the role described above, the ideal applicant will be someone who has the following key capabilities:

- **Problem Solver**
Has the skills and aptitude to resolve issues that are not clear and conclude with a mutually agreeable outcome
- **Achieves results**
Demonstrated ability to prepare effective and tailored documents
- **Supports productive working relationships**
Demonstrated high level communication, both written and verbal and consultation and with proven ability to liaise with senior executives and the staff within the organisation.
- **Displays personal drive and integrity**
Proven ability to act independently to meet project goals within identified deadlines and budgets.
- **Communicates with influence**
Knowledge of contemporary communications and marketing best practice, and experience in implementing communications and marketing strategies in practical situations.

PERFORMANCE APPRAISAL

A professional review shall be conducted 6 months after commencement of appointment and 6 months thereafter with the CEO.

Conditions of Employment	
Remuneration:	Grade 4 The employee will be paid in accordance with the Victorian Stand Alone Community Health Services (Health & Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018 - 2022 Salary Packaging is available in accordance with prevailing legislation and Connect Health & Community Policy.
Tenure	3 year fixed term contract
Location:	Primary Location is 2A Gardeners Road, East Bentleigh. Remote working environment during COVID restrictions and matching the CEO squad formation. Staff may be required to work at any Connect Health & Community (or partner) site.
Hours of Duty/Flexibility	<ul style="list-style-type: none"> ◆ Full Time hours until 21 December 2020 ie. Monday – Friday standard hours ◆ 20 hours per week from January 2021 until end of fixed term contract ◆ Standard Hours 8.30am-5.00pm Monday to Friday ◆ It is the intention that program and/or service coverage is provided across the span of Connect Health operating times, however, staff may be required to work outside of business hours as requested. ◆ It is also our intention to offer staff flexibility in relation to hours and days of work.
Probationary Period:	◆ Confirmation of new employees to Connect Health is subject to a 6 month probationary period, during which time the

	employee must demonstrate satisfactory capability to perform the Key Tasks and Accountabilities.
Pre-employment Checks	<ul style="list-style-type: none"> ◆ Employment is contingent upon a satisfactory Police Check & Working with Children Check ◆ All employees must be either an Australian Citizen, Permanent Resident or have an appropriate Australian visa that will legally enable them to fulfil the obligations of the contract of employment. ◆ Relevant prior service must be disclosed
On-going employment Checks	<ul style="list-style-type: none"> ◆ It is the responsibility of staff to maintain and keep up to date all mandatory Checks, related to their position at their own cost.
Pre-Existing Injury/Illness:	<ul style="list-style-type: none"> ◆ Applicants are required to sign a Pre-Employment Declaration Form.
General:	<ul style="list-style-type: none"> ◆ Management, in consultation with the staff member, reserves the right to modify this position description as required. ◆ Connect Health and Community requires declarations and personal information relevant to employment. The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 2000 ◆ Connect Health is a totally smoke free workplace
Approval Date:	
Revised Date:	07 September 2020
Written By:	Chief People & Capability
Authorised:	CEO
Acknowledgement:	
Employee Declaration:	I have read, understand and acknowledge the contents of this position description.
Employee Name:	
Employee Signature:	
Date:	

ORGANISATIONAL INFORMATION

Connect Health & Community is a registered Company Limited by Guarantee operating in a quality, accredited, not-for-profit environment and governed by a Board of Directors.

Connect Health & Community incorporate key service delivery and community programs for Community Health, Commonwealth Home Support Program, Dental, Gambler's Help Southern (GHS) and Volunteers and Community Connections.

Connect Health & Community employ approximately 160 staff with an operating budget of approximately \$14.7M. Connect Health & Community has approximately 200 dedicated volunteers who assist our organisation and community. The organisation's strategic directions and organisational values are supported by our staff and volunteers and defined by behaviours, skills and attitudes.

Connect Health & Community is guided by the principles of the social model of health; holistic service provision; continuous quality improvement; community and consumer participation and the diverse social aspects of our community.

VISION

Healthy People, Healthy Communities

PURPOSE

Assisting you in meeting your health and wellbeing goals.

VALUES**Respect**

- Treating others fairly and objectively
- Value the central role of family and community
- Freedom from discrimination, harassment and bullying

Responsiveness

- Meet the needs of our diverse community by providing services that are accessible and innovative, timely, cost effective, appropriate and of a high standard.
- Build an adaptive workforce to respond to changing community needs.
- Minimise barriers for people, especially vulnerable communities.

Accountability

- Accepting responsibility for decisions and actions
- Best service value with public funds
- Providing services professionally and to the highest ethical standards
- Acting in a transparent manner

Collaboration

- Working with people and communities to deliver quality, accessible integrated service
- Actively involve the community to achieve people-centred service
- Joint communication and decision making treating all clients, staff and the community with care, dignity and understanding
- Provide a supportive and safe work environment for all voluntary and paid staff

Responsiveness

- Meet the needs of our diverse community by providing services that are accessible and innovative.