

# Position Description

<b>Position Title</b>	Executive Assistant to Medical Director / Project Officer
<b>Division</b>	Medically Supervised Injecting Room
<b>Classification Grade and Level</b>	Management and Administrative Officer Grade 2 (HS2)
<b>Enterprise Agreement / Award</b>	Victorian Stand-Alone Community Health Services (Health & Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement 2018-2022
<b>Employment Terms</b>	Fixed-term part time, until 30 <sup>th</sup> June 2023
<b>Reports To</b>	Medical Director – Medically Supervised Injecting Room
<b>Ordinary Location</b>	23 Lennox Street, Richmond
<b>Vaccination Status</b>	Current and compliant with the Victorian Health Care

## Organisation Profile

**North Richmond Community Health (NRCH)** is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. With the recent addition of Victoria's first Medically Supervised Injecting Room, NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs, and improving their quality of life.

NRCH provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

Website Information: [www.nrch.com.au](http://www.nrch.com.au)

## Position Purpose

The objective of this role is to provide professional, timely and accurate support to the Medical Director, Medically Supervised Injecting Room of North Richmond Community Health. A key function will be providing key secretarial support to the Medical Director and other staff as directed. This position is responsible for supporting the Medical Director to manage their workflow and achieve their objectives, through a combination of administrative support and project work.

## Key Responsibilities/Skills

- Preparation of correspondence, monthly reports, agendas, presentations and general documents. It is envisaged there will be a degree of self-generated correspondence on behalf of the Executive where applicable.
- Manage communication from the Executive with internal and external stakeholders on a daily basis via phone, email and/or letter
- Preparation and management of organisational committee meetings and event requirements including recording, collating and distribution of meeting minutes and follow up of actions arising from committee meetings.
- Message taking, ensuring urgent issues are attended to. Redirection of calls where appropriate, providing information where possible to assist callers and issue resolution when Executive Team members are absent in accordance with guidelines.

- Provide high level executive management support to the Medical Director of the Medically Supervised Injecting Room, including the calendar/appointments of the medical director, and assist in prioritising emails / workflow
- Preparation, drafting and co-ordinating written responses and first line contact for phone calls. Manage the agenda, documentation and task list of meetings that the medical director chairs
- Drafting memos and other correspondence for Medical Director's review and signature as required
- Ensure the quality recording of all processes relevant to role and responsibilities in applicable databases.
- Engage with relevant stakeholders as required to progress the MSIR's priorities.
- Other responsibilities as delegated by the Medical Director.
- Prioritise emails for the Medical Director and reply to emails as directed
- Collection and analysis of MSIR/ AOD business intelligence data to support decision making by the organisation
- Contribute in preparation of MSIR/AOD budgets.
- Manage projects as determined by Medical Director

### Key Capabilities

#### Communication:

- The ability to present information clearly and persuasively and seek out the ideas and views of others.
- The capacity to communicate appropriately in a variety of settings, while being consistently professional, concise and engaging.
- The ability to present well-constructed written communication.

#### Decision making:

- The ability to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks.
- Solutions focussed approach to problem solving.

#### Leadership:

- The ability to inspire and guide individuals including the meaningful link between NRCH's Strategic plan and the individual's role in day to day operations.
- The ability to build capacity within the team s to develop and strengthen specific knowledge and skills needed to provide quality client care and promote self-responsibility for learning.

#### Teamwork:

- The ability to collaborate with colleagues to seek solutions that are beneficial to all groups as well as forge successful teams among individuals with diverse perspectives and skills.

#### Action Management:

- Ensure the timely delivery of initiatives, prioritise issues and organize activities to optimize outcomes.

#### Interpersonal Relations:

- Understand the importance of fostering positive relationships with co-workers and relevant external organizations.

- Treat all stakeholders with dignity, respect and fairness. Strive to alleviate any negative impact of decisions on people.
- Deal with differences of opinion fairly before they escalate into conflict and seek common ground among individuals when opinions differ.

**Client Focus:**

- The ability to identify and respond to the needs of the community.
- An understanding of the social model of health, clients' rights and responsibilities, health promotion and community participation concepts and the ability to integrate these concepts into action within the Program.
- Actively implements and seeks client feedback in line with organisational Client Feedback policy.
- Engages consumers in planning, design, delivery and measurement and evaluation of systems and services.

**Personal:**

- At all times, maintain a standard of conduct, reflective of the NRCH Code of Conduct, and those of relevant professional codes.
- Set annual goals for themselves in conjunction with the General Manager and participates in their own annual Performance Management.
- Maintain an effective personal professional development plan.

**Qualifications**

Desirable	<ul style="list-style-type: none"> <li>• Qualifications in communications, business or business administration</li> <li>• Relevant tertiary qualifications in public health, social and health sciences, and/or related disciplines</li> </ul>
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**Experience**

Essential	<ul style="list-style-type: none"> <li>• Experience in office administration and/or Executive Assistant role</li> <li>• Experience in meeting management including venue booking, agenda formulation and minute taking and distribution of papers</li> </ul>
Essential Attributes	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills</li> <li>• Ability to develop both internal and external relationships</li> <li>• Ability to work effectively in a team environment as well as autonomously</li> <li>• High level computer skills with Intermediate to Advanced skills in Microsoft Office including Word, PowerPoint and Excel and accurate word processing</li> <li>• Excellent time management and organisational skills. Ability to prioritise workflow</li> </ul>
Desirable Attributes	<ul style="list-style-type: none"> <li>• Exposure to working in a Health organisation</li> <li>• Previous participation in project work or research</li> <li>• Experience in preparing briefing papers, memos and general correspondence</li> </ul>

	<ul style="list-style-type: none"> <li>• Self-motivated, flexible, collaborative and committed to team work, with the ability to prioritise and manage deadlines in a dynamic and busy environment</li> <li>• Experience in the harm reduction / alcohol and drug sector</li> </ul>
<p><b>Appointment is subject to:</b></p> <ul style="list-style-type: none"> <li>• Successful National Police Check</li> <li>• Evidence of current Working with Children check</li> </ul> <p><b>Physical Demands of the role:</b></p> <ul style="list-style-type: none"> <li>• Sitting for long periods of time</li> <li>• Frequent walking and moving through stairs in the building</li> <li>• Ability to work in Moderate Stress;</li> <li>• Ability to adapt to change in the work place;</li> <li>• Working with clients who are distressed / Uncooperative / Unpredictable.</li> </ul>	

### Internal Training Requirements

Topic	Timeframe for completion
NRCH Code of Conduct	3 months
Bullying and Harassment for Leaders	3 months
Cultural Competency	3 months
Hand Hygiene	3 months
Child Safety	3 months
Social Media	3 months
Cybersecurity	3 months
Occupational Health and Safety	3 months
Conflict Negotiation	3 months
Aboriginal Cultural Safety	3 months

#### All NRCH appointments must:

- Conduct themselves in a manner consistent with organisation's Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
- Create and provide a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child's safety. If you believe a child is at immediate risk of abuse contact 000.
- Participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities

for continuous improvement in the workplace through communication and consultation with managers and colleagues.

- Contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to NRCH infection control policies and procedures.
- Present for work on time, and follow notification guidelines when ill or late for work or applying for leave.
- Be subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
- Participate in annual performance reviews where all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
- Participate in NRCH Accreditation processes as required;
- Work in the guidelines of the NRCH smoke-free environment, including within vehicles.
- Be willing to perform other duties as directed, in accordance with training, skills and experience.

**Further Information**

For enquiries relating to this position, contact Human Resources on [workforum@nrch.com.au](mailto:workforum@nrch.com.au).

*I understand and have read the above Position Requirements and hereby declare that I am:*

- 1. suitably qualified and experienced to undertake the duties described herein; and*
- 2. physically able to undertake the duties herein described without modification.*

\_\_\_\_\_  
**SIGNATURE**

**EMPLOYEE NAME:**

\_\_\_\_/\_\_\_\_/\_\_\_\_\_  
**DATE:**

## Job Demands Checklist

North Richmond Community Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:	
<b>I = Infrequent</b>	Activity may be required very infrequently
<b>O = Occasional</b>	Activity required occasionally, not necessarily all shifts
<b>F = Frequent</b>	Activity required most shifts, up to 50% of the time
<b>C = Constant</b>	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
<b>N/A = Not Applicable</b>	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
<b>Physical Demands</b>						
Sitting	Remain seated to perform tasks				x	
Standing	Remain standing to perform tasks				x	
Walking	Periods of walking required to perform tasks				x	
Bending	Forward bending from waist to perform tasks		x			
Kneeling	Remaining in a kneeling position to perform tasks	x				
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying		x			
	Assisted lifting (mechanical, equipment, person assist)	x				
Climbing, Working at Heights	Ascending and descending ladders, steps, scaffolding					x
Pushing/ Pulling	Moving objects e.g. trolleys, beds, wheelchairs	x				
Reaching	Arms fully extended forward or raised above shoulder	x				
Crouching	Adopting a crouching posture to perform tasks					x
Foot Movement	Use of leg and/or foot to operate machinery					x
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/ Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding				x	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands	x				
Driving	Operating a motor vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc.		x			
Using role specific tools/equipment	Floor Polishing Machines, Floor Scrubbing Machines and Vacuums					x

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
<b>Psychosocial Demands</b>						
Distressed People	Highly emotional people crying, upset, unhappy, depressed. Eg. Emergency or grief situations			x		
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, arguing. Eg. Drug/alcohol, dementia, mental illness			x		
Exposure to Distressing Situations	Eg. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
<b>Environmental Demands</b>						
Security Concerns	Concerns about safety and security of self, accessing and leaving work, performing duties		x			
Noise	Environmental/background noise necessitates people raising their voice to be heard		x			
Confined Spaces	An enclosed or partially enclosed space that is not designed or intended primarily to be occupied by a person					x
Biological Hazards	Eg. Exposure to body fluids, bacteria, infection diseases requiring PPE	x				