

1. General Information

Position Title:	Personal Assistant
Division/Department:	Epworth Richmond, ICU
Position Reports to:	ICU Director
Enterprise/Individual Agreement:	Health and Allied Services Enterprise Agreement
Classification/Grade:	Secretary / Personal Assistant (PAS01-05)
Location:	Epworth Richmond, Richmond
Employment Status:	Full Time
Key Relationships - internal and external	<ul style="list-style-type: none">• ICU Director• ICU Nurse Unit Manager, staff and doctors• EA to the Executive General Manager / Emergency Director PA• Group Medical workforce• Epworth Richmond Leadership Team• Patients & visitors

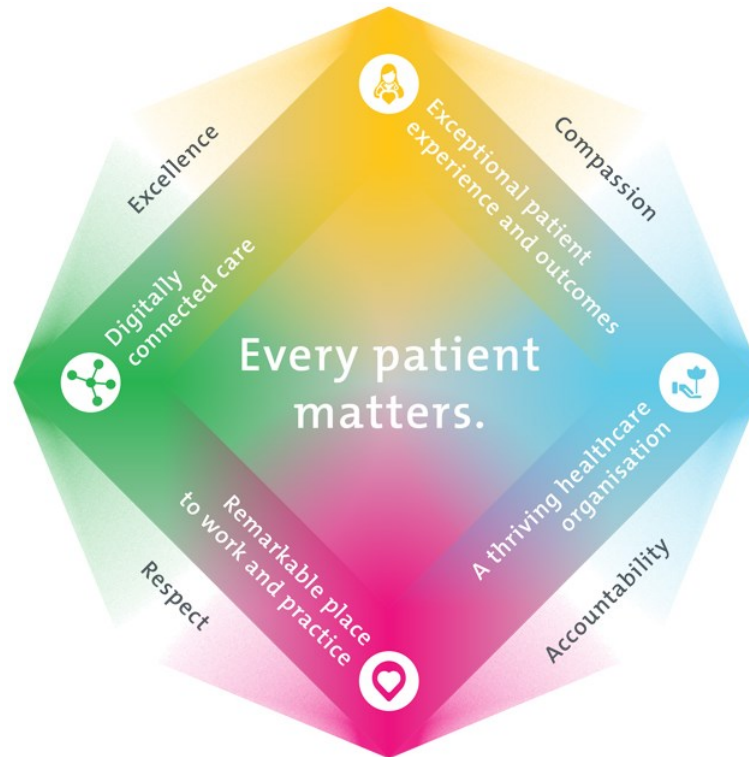
2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Respect, Excellence, Community, Compassion, Integrity and Accountability. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters. We strive to improve health outcomes and experience through compassion, collaboration, learning and Innovation. Our Vision is Caring for People. Innovating for a healthy community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.
A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.
Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.
Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

The primary function of the Personal Assistant is to provide customer focused administrative support to the ICU Director at Epworth Richmond. Working within a self-directed initiative driven framework, this role will contribute to the overall performance of the ICU team, ensuring professionalism and consistency with Epworth's values and behaviours.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centered care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<i>Risk Management</i>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>Administration Support to the office of the ICU Director</p> <ul style="list-style-type: none"> Ensure the provision of comprehensive, efficient and timely administrative support to the ICU Director and doctors Proactive diary management and time management of the ICU Director and provide administration support for meetings as required 	<ul style="list-style-type: none"> Diary schedules are appropriately managed and maintained Minutes taken accurately, written up and circulated in a timely manner Demonstration of effective written and verbal communication

Position Description



<ul style="list-style-type: none"> • Ensure comprehensive, efficient and timely administration of the committees and processes • All relevant committee and meeting minutes are accurately documented and distributed within agreed time frames 	
<p>Management of administration requirements of medical staff</p> <ul style="list-style-type: none"> • Support the ICU Director in ensuring doctors are kept up to date with KPIs and other requirements in keeping with Epworth’s Policies and Procedures • Compile ICU consultants billing sheets and verify and submit all invoices for casual ICU fellows • Assist with the management of and updating of rosters for ICU doctors using My Roster • Process all recruitment administration of ICU medical staff, using the online Smart Recruiter system • Assist with the Accreditation of ICU doctors 	<ul style="list-style-type: none"> • ICU Doctors KPI’s are kept up to date and meet target • My Roster is kept up to date for all rostered shifts inclusive of doctors on invoice arrangements • All billing is accurate and timely • All recruitment administration is completed accurately and in a timely manner including communication with doctors • Accreditation of doctors is kept up to date in advance of expiration date
<p>Administration support of the ICU department</p> <ul style="list-style-type: none"> • Support the ICU Director in submitting quarterly ANZICS reports • Ensure COMET ICU database is up to date and complete • Complete ANZICS CCR Survey on a timely manner • Other duties as directed 	<ul style="list-style-type: none"> • All filing and other duties are completed in a timely and effective manner • Excellence in customer service to doctors, patients and visitors • Provide a full administrative support to all stakeholders as required
<p>Customer Service</p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p>	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Issues are escalated to the manager and resolved in a timely manner

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<p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none">• Provide excellent, helpful service to patients, visitors and staff• Communicate with clear and unambiguous language in all interactions, tailored to the audience• Build customer relationships and greet customers and patients promptly and courteously• Actively seek to understand patients' and their family's (customers) expectations and issues	
<p>Safety and Wellbeing</p> <p>Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</p> <ul style="list-style-type: none">• Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan	<ul style="list-style-type: none">• Adhere to infection control/personal hygiene precautions• Implement and adhere to Epworth OHS policies, protocols and safe work procedures• Mandatory training completed at agreed frequency

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<ul style="list-style-type: none"> • Health administration qualification highly desirable • Formal qualification in administration or other relevant field
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • Previous experience in Administration with multiple key stakeholders, ideally in a similar environment
Required Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none"> • Ability to collaborate and build relationships with key stakeholders • Applied knowledge of medical terminology with focused attention to detail • Proactive approach to problem solving and ability to prioritise • Strong computer skills with a drive to upskill where necessary • Strong verbal and written communication skills
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth’s values and behaviours</p> <ul style="list-style-type: none"> • Respect • Excellence • Compassion • Accountability 	<p>Essential</p> <ul style="list-style-type: none"> • High level of confidentiality and discretion • Committed to initiating and implanting continuous improvement activities • Committed to self-development/learning • Ability to plan, prioritise, work under pressure and meet deadlines • Proactive, co-operative and enthusiastic approach to responsibilities • Flexible and able to manage change and ambiguity • Confident and clear communicator • Patient and calm demeanour • Self-directed within a team focus

Position Description



Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
July 2015	July 2020	People & Culture Manager

Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____ Date: _____