

### 1. General Information

<b>Position Title:</b>	Personal Assistant-Emergency Department Epworth Richmond
<b>Division/Department:</b>	Epworth Richmond
<b>Position Reports to:</b>	Director of Emergency Department/Nurse Unit Manager Emergency Department
<b>Enterprise/Individual Agreement:</b>	EBA
<b>Classification/Grade:</b>	
<b>Location:</b>	Richmond
<b>Employment Status:</b>	Full-time
<b>Resource Management</b> (for Management positions only)	NA
<b>Number of Direct Reports:</b>	
<b>Budget under management:</b>	
<b>Key Relationships - internal and external</b>	Director, Nurse Unit Manager of Emergency Department, Staff and Doctors; Other Personal Assistants; Executive; Leadership Team; Medical and Nursing Students

### 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 to improve the health, wellbeing and experience of every patient by integrating clinical practice with education and research and our vision is to consistently deliver excellent patient-centred care with compassion and dignity.

## VISION

Caring for people.  
Innovating for a  
healthy community.



## PURPOSE

Every patient matters.  
We strive to improve  
health outcomes and  
experience through  
compassion, collaboration,  
learning and innovation.



**4. Purpose of the Position**

To provide highly professional, responsive and comprehensive range of confidential administrative management services to a very fast paced and dynamic Intensive Care Unit Administrative Office including Director, Deputy Director, consultants and Nurse unit Manager.

**5. Key Accountabilities**

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p><b>Personal Assistant</b></p> <ul style="list-style-type: none"> <li>• Ensure the provision of comprehensive, efficient and timely administrative/secretarial support to Emergency Department Director and Emergency Department Nurse Unit Manager</li> <li>• Where possible assist the other Emergency Doctors</li> <li>• Diary schedules are appropriately managed and maintained along with managing access to executives as required</li> <li>• Documents are professional and accurate in their production</li> <li>• Efficient office procedures are appropriately managed and maintained</li> <li>• Stationery supplies are managed optimally</li> <li>• Competently utilises all technology including proficiency in Windows based IT and Microsoft Word, Excel, &amp; PowerPoint</li> <li>• Minutes taken accurately, written up and circulated in a timely manner</li> <li>• Customer and Stakeholder satisfaction and feedback</li> <li>• Assist with the management of, update and circulate ED Doctors and Registrar rosters using My Roster system</li> <li>• Data entry of ED Doctors and Registrar hours into Labour Hours database</li> <li>• Verify ED Doctors and Registrar timesheets in My Roster</li> <li>• Collect and process Medicare cheques and billing certificates, liaising with Patient Revenue</li> </ul>	<ul style="list-style-type: none"> <li>• Provide a full administrative support to all stakeholders as required.</li> <li>• Prepare meeting schedules for all clinical administration meetings</li> <li>• Provide timely, effective diary management; deal with enquiries</li> <li>• Organise travel, accommodation and venue hire</li> <li>• Support Managers and administrations designated projects - liaise with key stakeholders, coordinate all works.</li> <li>• Other duties as directed.</li> </ul>

<ul style="list-style-type: none"> <li>Facilitate correspondence and exchange between trainees, their supervisors and the relevant colleges and maintain in training assessment documentation</li> <li>Process all Recruitment of Consultants and Registrars, including initial advertising through to the generation of employment contracts and letters of offer using the online Mercury e-recruit system</li> <li>Assist with the hospital and college accreditation of Consultants and Registrars</li> <li>Verify and process ED doctor-contractor invoices received</li> <li>Assist the Director by collating ED doctor labour hours and verify timesheets via MyRoster program, liaising with Payroll</li> </ul>	
<p><b>Committee and Meeting Support</b></p> <ul style="list-style-type: none"> <li>Ensure comprehensive, efficient and timely administration of the committees and department meetings</li> <li>All relevant committee and meeting minutes are accurately documented and distributed within agreed time frames</li> </ul>	<ul style="list-style-type: none"> <li>Publish and coordinate the distribution of agendas, minutes and other relevant documents to support Committees and managers</li> <li>Organise venue, audio-visual and catering requirements of all key Committees as required and requested</li> </ul>
<p><b>Event Management</b></p> <ul style="list-style-type: none"> <li>Ensure the co-ordination and delivery of any internal and external events required</li> <li>Internal and external events are co-ordinated in a timely manner</li> </ul>	<ul style="list-style-type: none"> <li>Ensure all events are run efficiently and effectively, on time and on budget</li> <li>Coordinate online departmental events, meetings and education</li> </ul>
<p><b>Information Management</b></p> <ul style="list-style-type: none"> <li>Ensure the effective and efficient management of information within the office/department</li> </ul>	<ul style="list-style-type: none"> <li>Act as a first line resource for internal and external customers requiring information from area of coverage</li> <li>Co-ordinate and prioritise information and documentation within the office/department</li> <li>Manage and maintain the storage and filing of information as required</li> <li>All electronic and manual filing/storage of information is accurate, accessible and meets accepted organisational standards/practice</li> </ul>

<p><b>Project Management</b></p> <ul style="list-style-type: none"> <li>• Ensure the coordination and delivery of projects or assistance with projects as designated by manager</li> <li>• Project work is delivered on time and to a very high standard</li> </ul>	<ul style="list-style-type: none"> <li>• With Support undertake ad hoc projects as determined by the Manager</li> <li>• Analyse, assemble and prepare reports and proposals under guidance</li> <li>• Undertake research and investigations</li> </ul>
<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</li> <li>• Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</li> <li>• Provide excellent, helpful service to patients, visitors and staff</li> <li>• Communicate with clear and unambiguous language in all interactions, tailored to the audience</li> <li>• Build customer relationships and greet customers and patients promptly and courteously</li> <li>• Actively seek to understand patients' and their family's (customers) expectations and issues Provide excellent customer service to managers/staff and external customers</li> <li>• Managers are aware of complaints within a timely manner; assist with communications</li> <li>• Other ad-hoc work as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Director is aware of serious customer complaints within a timely manner</li> <li>• Provide professional, friendly and helpful service to internal and external customers</li> <li>• Liaise with the Director regarding any major patient or staff complaints or other major issues</li> <li>• Strict confidentiality is maintained at all time</li> <li>• Patient and customer service satisfaction surveys within agreed targets</li> <li>• Use AIDET principles in all interactions</li> <li>• Issues are escalated to the manager and resolved in a timely manner</li> </ul>
<p><b>Safety and Wellbeing – Staff</b></p> <ul style="list-style-type: none"> <li>• Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</li> <li>• Report all hazards, incidents, injuries</li> <li>• Ensure ED staff members retain ongoing accreditation / mandatory training in Epworth OH&amp;S practices</li> </ul>	<ul style="list-style-type: none"> <li>• Adhere to infection control/personal hygiene precautions</li> <li>• Implement and adhere to Epworth OHS policies, protocols and safe work procedures</li> <li>• Mandatory training completed at agreed frequency</li> </ul>

6. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience in healthcare, especially hospital departments</li> </ul>
Previous Experience	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• A relevant qualification and/or substantial experience in a Senior Personal Assistant or genuine Executive Assistant role.</li> <li>• Experience as an outstanding Personal or Executive Assistant at senior leadership level</li> <li>• Outstanding computer skills including a comprehensive knowledge of Microsoft Office Professional suite, data base management and internet</li> <li>• Thorough knowledge of administrative activities and systems</li> <li>• Excellent administrative and project support skills</li> <li>• Successful coordination of events or conferences/seminars</li> <li>• Continually evaluate existing processes to improve against changing requirements and implement process improvements</li> <li>• Build and maintain relationships with internal and external stakeholders</li> <li>• Solution oriented and accountable approach to wide range of queries and activities</li> <li>• Efficient and accurate preparation of minutes and agendas</li> </ul>
Required Knowledge & Skills	<ul style="list-style-type: none"> <li>• Professional, respectful, consultative and responsive style</li> <li>• Exceptional verbal and written communication skills</li> <li>• High level of confidentiality, integrity and discretion</li> <li>• Demonstrable excellent customer service and continuous improvement</li> <li>• A professional and friendly manner with the ability to build and maintain rapport and key relationships/networks</li> </ul>
Values	<p>Personal Attributes &amp; Values</p> <ul style="list-style-type: none"> <li>• All employees are expected to consistently work in accordance with Epworth’s values and behaviours</li> <li>• Respect</li> <li>• Excellence</li> <li>• Compassion</li> <li>• Community</li> <li>• Integrity</li> <li>• Accountability</li> </ul>

Position Description



--	--

**Document Control**

Date Developed:	Date last reviewed:	Developed and reviewed by:
24/06/2018	04/03/2022	Jennifer Mines (ED Director)

**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: \_\_\_\_\_

\_\_\_\_\_