

Position Description



1. General Information

Position Title:	Personal Assistant
Division/Department:	Continuing Care and support Services / Camberwell Management
Position Reports to:	Director of Clinical Services Rehabilitation and General Manager /DCS Epworth Clinic
Enterprise/Individual Agreement:	Epworth HealthCare Health Professionals Enterprise Agreement 2022
Classification/Grade:	PAS01 to PAS05
Location:	Camberwell / Hawthorn
Employment Status:	Permanent Full Time
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	N/A
Key Relationships - internal and external	Directors of Clinical Services Divisional Executive Team Epworth Group Executive Team Administrative Team Departmental Managers Medical staff

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.

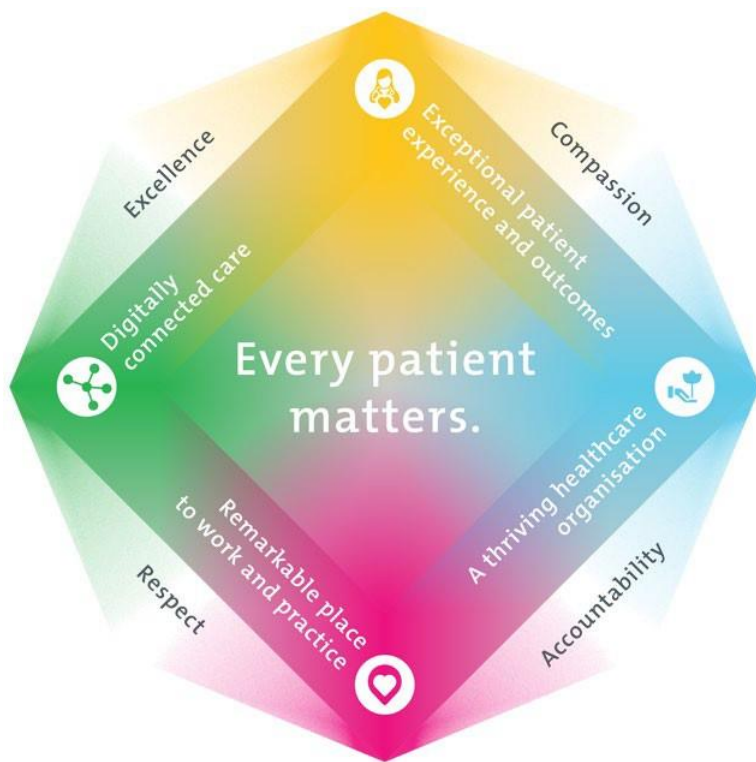
Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

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Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian 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

You will be responsible for providing a high-level of administrative support to our executives. Drawing on your organisational skills and prior administrative experience, you will aid our Directors of Clinical Services in the daily running of the hospitals and the broader Division.

You will work closely with the divisional executive team and work alongside other divisional and group Executive and Personal Assistants.

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-centred 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
Leadership and culture	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.
Consumer Partnerships	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
Effective Workforce	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
Clinical Safety and Effectiveness	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.
Risk Management	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
Secretarial / Administrative • Provide personal and administrative support to the executives • Provide computer support such as well-presented complex word processing, spreadsheets & graphics, desktop publishing, database and mail merge. • Reception responsibilities for executives, including taking and triaging phone calls and welcoming visitors • Minute-taking, reports, letters, presentations and memos etc. in accepted Epworth formats. • Manage diaries, maintaining a flexible attitude to the daily schedule to address unexpected changing priorities. • Follow-up on any issues arising from meetings and workshops. • Support the development and implementation of strategic and operational projects by tracking progress and providing assistance to meet deadlines. • Undertake collation of relevant information and reports. • Book and connect teleconference and videoconference meetings. • Assist with special event coordination and marketing, as required. • Arrange meetings, ensuring catering, venue bookings, secretarial and other support services are provided as requested, including preparation of agenda and minutes and distribution of such material. • Reconcile corporate credit cards • Photocopying, filing, archiving. • Ensure office equipment and stationary requirements are available. • Other duties as required that fit within the parameters of the position	• Meeting agendas are prepared and distributed one week in advance of scheduled meetings • Meeting minutes are completed and distributed within 1 week of meetings • Executive diaries are well maintained and up to date • Room bookings are up to date • Events are well coordinated and communicated • Provision of travel itineraries as required

Communication (Written and verbal) • Demonstrate advanced computer skills in office packages – Microsoft Word, Excel, PowerPoint, Publisher. • Liaise with external organisations and individuals, Board Members, Group Services Staff, Divisional Leaders and staff on behalf of the Directors. • Prepare written documentation and communications for audiences, including Board level. • Manage room bookings for all onsite meeting rooms • Liaise with Group IS to ensure meeting room IT system is functioning	• Utilises all Microsoft Office applications competently. • Meeting room IT system issues are reported and rectified within 48 hours or followed up with IT as required.
Customer Service Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers. Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees. • 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	• 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
Safety and Wellbeing Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace • Report all hazards, incidents, injuries and near misses immediately to your manager and log them in Incident Management System (Riskman)	• 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	Desirable • Business Administration Diploma or similar
Previous Experience	Essential • Extensive experience in an administrative / personal assistant role • Demonstrated ability to exercise initiative, judgement and discretion and to work in an environment where there are multiple demands Desirable • Experience in a healthcare sector
Required Knowledge & Skills	Essential • Experience providing executive assistance to senior executives in a professional environment • Excellent computer skills including advanced knowledge of Microsoft Office • Ability to adapt to utilising unfamiliar telecommunications and IT systems • Well-developed problem-solving skills and track record of continuous improvement • Excellent memory, eye for detail and proven history of accurate work. Desirable • Experience in organising meetings and functions and managing venue booking system online
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours	Essential • Excellent negotiation, interpersonal, liaison and communication skills • Ability and willingness to manage multiple demands from internal and external stakeholders • Respects and understands the importance of working in an environment that requires confidentiality.

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• Compassion • Accountability • Respect • Excellence	
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Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
January 2019	3 rd July 2026	Suzie Hooper DCS Epworth Camberwell Lisa Stokes GM / DCS Epworth Clinic

8. 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: _____