



## Position Description

### Executive Assistant

<b>Position Title</b>	Executive Assistant
<b>Location</b>	Birtinya; travel may be required across NCACCH service region/s
<b>Employment Status</b>	Part-time; 30 hours per week
<b>Position Report To</b>	Chief Executive Officer (CEO)
<b>Position Responsible for</b>	Nil
<b>Remuneration</b>	Dependent on qualifications & experience Salary sacrifice entitlement available for full time status Employer contribution to superannuation (12.75%)
<b>Application Opening Date</b>	N/A
<b>Application Closing Date</b>	N/A

#### NCACCH Background Statement

North Coast Aboriginal Corporation for Community Health (NCACCH) is a not for profit, community-controlled health corporation and is funded by the Australian Government's Department of Health (DoH), Central Queensland, Wide Bay & Sunshine Coast PHN and the Queensland Government Department of Health.

NCACCH is an innovative leader in Aboriginal and Torres Strait Islander healthcare, providing a range of services and programs through its hybrid Brokerage and Aboriginal Medical Service model for health service delivery. NCACCH maintains contracts with over 800 primary and allied health professionals across the region.

With the purpose of providing a holistic and comprehensive primary health care service, NCACCH seeks to improve health and social outcomes to our community through:

- Provision of access to a full regional network of health care professionals
- Encouraging choice for Aboriginal and Torres Strait Islander community members and their families. And through exercising this choice, building cultural sensitivity and inclusiveness across the community while simultaneously promoting market competition between health care service providers; and
- Utilising its Aboriginal Medical Service and partnerships with primary healthcare and other specialised services, as a proactive strategy in delivering community wide "Closing the Gap" health status improvement initiatives

***Our Vision: To improve the health and wellbeing of our community through the provision of culturally safe, responsive and inclusive services.***

## Purpose of the Position

The Executive Assistant provides high level administrative and secretarial support to the Chief Executive Officer and Board of Directors.

The role is responsible for developing and maintaining positive business relationships, communicating effectively via various channels and ensuring that all administrative functions are completed accurately, to a high standard and delivered in a timely manner.

This position exists in an environment of interruption and sometimes challenging stakeholder relations. The incumbent will need to manage a range of administrative tasks with competing priorities under general instructions and with limited supervision. This position will provide secretarial services to the internal organisation committees including but not limited to; Management, WH&S, Clinical Governance and any others as required.

The NCACCH Executive Assistant is expected to operate with the highest level of integrity, accountability and professionalism in accordance with NCACCH's values and Code of Conduct. In addition, this position will focus on ensuring the efficiency and effectiveness of the organisation's service delivery. They will support continuous improvement through encouraging innovation and best practice, within NCACCH's current quality management systems.

## Selection Criteria

### Essential:

- Highly organised with the ability to work under pressure and meet deadlines while ensuring quality of work
- Highly developed interpersonal skills and able to communicate effectively verbally and in writing
- Strong relationship management ability with experience liaising with a range of internal and external stakeholders to form beneficial working relationships
- Extensive administrative experience and confident working with a range of systems & applications, including MS Office suite, and the aptitude and willingness to learn other relevant programs as required
- Demonstrated ability to communicate, engage and actively contribute to a positive team environment
- Problem solving skills and ability to think resourcefully to solve day to day challenges
- Proven ability to appropriately manage confidential and sensitive information with integrity
- Strong time management skills and ability to meet targets and performance outcomes.

***Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply***

**Desirable:**

- Experience in project management
- Strong connections to Aboriginal and Torres Strait Islander communities and stakeholders across the Gympie and/or Sunshine Coast regions
- Sound knowledge of Aboriginal culture, health issues, and health disparities between Aboriginal and non-Indigenous population across South East Queensland

**Mandatory Qualifications/ Professional Registrations and Licences**

- Certificate III in Business Administration and minimum 2 years' experience in an Executive Assistant or similar role supporting executive/senior management
- Current C Class Drivers Licence (QLD)
- Current Suitability 'Blue Card' for working with children and young people
- First Aid Certificate
- Satisfactory Police Check – no Serious/Criminal/Court Record (if requested)

**General Role Requirements**

- Work out of normal hours of duty, including some weekends, will be required
- Travel across the region will be required

**Mandatory Vaccinations**

- Full vaccination against COVID-19 as per NCACCH policy. Evidence that is required for this includes myGov record or immunisation history statement.

## Duty Statement

<b>Position Title</b>	Executive Assistant
<b>Reviewed</b>	27 <sup>th</sup> March 2024
<b>Supervision</b>	Directly to the Chief Executive Officer (CEO)

### Summary of Duties

In accordance with the relevant policies of NCACCH, the procedures developed under these policies, program guidelines, the Executive Assistant will provide high quality administrative services to the Executive Team to support meeting the organisation's strategic goals aimed at improving the health and wellbeing of Aboriginal and Torres Strait Islander people.

In co-operation with and subject to direction of the CEO, and the Board, the Executive Assistant shall carry out the following duties:

### Administration & Communications

- Provide comprehensive administrative, executive level support to the CEO and/or Board
- Build and maintain positive working relationships with members of the Board acting as the primary contact for training requests, queries, events information and administrative support needs
- Manage incoming communications on behalf of CEO and/or the Board and prioritise, escalate or respond as required
- Proactively communicate any time-sensitive or priority issues to the CEO
- Prepare a range of executive level communications for internal and external distribution
- Complete a variety of ad hoc tasks including creating presentations, financial spreadsheets, special reports, and agenda material.

### Diary & Events Management

- Effectively manage the CEO's day-to-day activities via electronic calendar
- Schedule meetings and appointments and manage travel itineraries on behalf of the CEO and/or the Board
- Plan and coordinate organisational and joint collaborative meetings, conferences & events and associated communications
- Plan and organise activities on behalf of the Board including meetings, training & functions
- Involvement and attendance at NCACCH community activities/projects as required

### Records Management & Reporting

- Research and assemble information from a variety of sources for the preparation of records, reports, manuals and guidebooks, including compiling, synthesising and manipulating data as needed
- Complete meeting minutes, ensuring accuracy, and disseminate within agreed timeframes
- Appropriately manage confidential, sensitive and non-routine information

- Establish, organise and maintain accurate filing systems for the CEO and/or Board – either electronic or paper copies
- Maintain accurate and current records across a range of systems and programs.
- Contribute to wider continuous quality improvement (CQI) initiatives by managing and maintaining documents and reviewing at least annually

#### **Education and Promotion of Health Literacy**

- Support the organisation to provide education for patients and families on the roles of various providers involved in their care, reasons for referral and importance of follow-up care
- Support patients and families with information, resources and advice in response to specific requests and/or identified need
- Working closely with the management team to identify opportunities for individual, family and community education to build knowledge about wellbeing including healthy life choices, risk factors, chronic conditions, breadth and availability of health care and related services

#### **Service Development and Improvement**

- Actively participate in regular staff meetings, continuous quality improvement meetings and activities as required
- Identify opportunities, attend and contribute to local and regional service development and quality improvement forums as required
- Analysis and identification of quality improvement opportunities from direct input, feedback from patients, families and community, as well as information drawn from the electronic Patient Information Management System

#### **Relationship Management**

- Foster productive working relationships with other NCACCH staff to enable the delivery of seamless support services
- Actively foster productive working relationships with local networks, government departments, other service providers and suppliers to promote NCACCH and remain abreast of emerging issues
- Encourage cross-functional collaboration to achieve the best outcome for the organisation and community

#### **Information Management**

- Undertake reporting activities together with other relevant documentation within the scope of your role
- Maintain the information flow that supports reliable data and documentation in your area of responsibility
- Participate in business planning processes, policy and procedure formulation and improvement within your area of responsibility

#### **Excellence:**

- Seek to understand your role in the larger organisation context

- Comply with and contribute to continuous improvement of all NCACCH policies, procedures and processes
- Proactively investigate new perspectives, attitudes and behaviours and take steps to evaluate and improve your own and organisational performance
- Deliver a high level of customer service, including the timely provision of agreed services to patients and other key stakeholders where applicable
- Maintain own competencies and participate in professional development programs
- Participate in scheduled performance development check-Ins and review processes
- Contribute to effective team performance which ensures NCACCH continues to deliver the best service to community in line with program specific accreditations and ISO 9001 standards

**Safety:**

- Report any work-related personal injuries/illness or incidents, safety hazards, malfunction of any machinery, plant or equipment
- Wear/use and maintain/care for personal protective clothing and/or equipment provided and report any defects
- Use lifting equipment and assistive devices as required
- Participate in rehabilitation process if injured or ill due to work
- Demonstrate leadership in NCACCH Work Health Safety goals and objectives remaining compliant with WHS Legislation and NCACCH policies and procedures
- Carry out your duties safely in accordance with your ability and competence

**Legal Obligation:**

- All relevant health professionals who, in the course of their duties, formulate a reasonable suspicion that a child or young person has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to the Department of Child Safety.

Other duties consistent with the position where required and/or requested by your Manager. NCACCH can direct you to carry out duties which it considers are within your level of skill, competence and training at any time.

**Please note that the duties outlined in this Position Description are not exhaustive and are only an indication of the work of the role.**

**NCACCH reserves the right to vary the Position Description.**