



Position Description

Executive Support Officer

Staff Member:	Executive Support Officer
Location:	Based in Kerang (some coverage to other sites as required)
Job Status:	Permanent Position conditional on funding
Award:	Victorian Stand-alone Community Health Services (Health & Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement
Classification:	Clerical Worker Grade A
Hours per fortnight:	1 FTE
Position Created:	March 2023
Last Review:	March 2023
Next Scheduled Review:	July 2024

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Line of Management:

Reports To: Chief Executive Officer
GM – Corporate Services

Supervises: NA

Internal Liaisons: GM – Program & Services
Team Leaders
All NDCH Staff

Education, Qualifications & Experience:

- Desired – Certificate IV in Business Administration or higher
- High level of IT literacy, specifically proficiency in excel, word, and office 365
- High level of administration and record keeping skills with the ability to deal effectively with staff and the public.
- High level verbal and written communication skills
- Marketing and communications experience highly desirable.

Key Selection Criteria:

- A demonstrated ability to work independently and co-operatively with team, Board and community members.
- To have well developed organisational and communication skills and to function at all times with tact and diplomacy.
- An awareness and sensitivity to needs and understanding of staff, clients and general community.
- Initiative and self-motivation are essential skills in this role.
- An enthusiastic and empathetic approach to people.
- Demonstrated ability to provide and maintain a courteous and professional service to all individuals and groups using NDCH at all times.
- To display sound organisational skills through efficient time management and professional responsibility.
- Demonstrate an ability to prioritise work load appropriately.
- Demonstrated experience in administration and IT proficiency

Purpose of this Position:

- To provide administrative support to the executive team at NDCH, and governance support to the organisation.

Responsibilities Specific to this Position:

- Managing the executive team and organisation wide calendar at NDCH
- Manage information flow in a timely and accurate manner

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- Provide a clear communication loop between management and team members, particularly on emerging issues.
- Coordination and preparation of agendas, minutes, action lists and calendars for all NDCH meetings
- Organise catering for NDCH meetings and events.
- Ensure meeting rooms are set up and packed up prior/after meetings.
- Make travel and accommodation arrangements as directed by the executive team
- Facilitate the publication of the Annual Report
- Assist with corporate communications including website and social media platforms and participate in development of marketing strategy, - Canva
- Format information for internal and external communication – memos, emails, presentations, reports
- Facilitate the hiring of NDCH facilities including activity and consult rooms in line with policy and procedure.
- Assist with contract management
- Provide assistance to staff with the use of organisational IT
- Provide assistance to staff with client system uniti
- Draft correspondence as requested
- To support the GMCS with OH&S matters as they affect NDCH, including the sharing of important, relevant information to the team and management as required.
- With support from GMCS, provide appropriate information, education and support to the team regarding OH&S through team forums such as the team meetings, Quality Mentors, Workplace Wellbeing and Leadership & Quality Committee Meetings.
- To contribute to client satisfaction of utilising NDCH through attentiveness to client communications, requests, feedback and service experience, including software.
- To support NDCH marketing strategies and activities in keeping with the overall strategic plans of the Service, ensuring maintenance and fostering of the broader NDCH brand and the compliance to relevant agreements or standards.
- Support Corporate Services Team with the orientation and induction of new staff members.
- Support the Quality Governance Leader in the review of the suite of NDCH policies, procedures and work practices and engaging staff in the process.
- To perform the clerical/computer tasks involved in the administration of the Service.
- To actively participate as part of an inter-disciplinary team, in a cooperative manner, to enhance the team functioning.
- To record inward correspondence and type and dispatch outward correspondence.
- To file all associated paper work.
- Coordinate Elders & Emerging Leaders, Community Reference Group and Board meetings.

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Organisational Responsibilities:

- Apply the NDCH risk management framework to all areas of your work, ensuring assessment of risk as an employee of NDCH is carried out to minimise as far as is practicable risks that arise.
- Apply the principles of working within a diverse workplace and with a diverse community, applying the fundamentals of the NDCH Diversity Policy, the Charter of Human Rights, and the United Nation's Convention on the Rights of the Child.
- To always work within the NDCH culture, encouraging and supporting other staff to do so as well.
- To comply with NDCH Codes of Professional Conduct & Ethics.
- All qualified and Nationally Registered professionals are to respect and act in accordance with the laws of the jurisdictions in which they practice. Any professional bodies Codes of Conduct/Ethics/Standards should be interpreted with reference to these laws. The Codes/Standards should also be interpreted with reference to the organisational rules and procedures to which professionals may be subject. The code is not a substitute for requirements outlined in the National Law, other relevant legislation, or case law. Where there is any actual or perceived conflict between the code and any law, the law takes precedence.
- To actively participate, as part of an inter-disciplinary team, in a cooperative manner to enhance the team functioning including in Team Meetings.
- To work within a continuous quality improvement framework and support the agency's quality review processes, including internal systems auditing.
- To participate in annual professional development, including review of position description.
- In keeping with the principles of the Victorian Government's Child Safe Standards, embed within NDCH an organisational culture of child safety through effective leadership, and to always perform duties of this role within those standards.
- To be knowledgeable of and work within the suite of policies and procedures of NDCH, as well as NDCH's vision, mission and values.
- Be supportive of the broader NDCH team and encourage problem solving when issues arise within the culture of NDCH.
- Maintain a congenial, respectful working relationship with all colleagues as per the NDCH culture.
- If you disagree with Management on work-related policy, direction or activities, discuss your concern with your Team Leader in an appropriate setting.
- Contribute as a member of a multidisciplinary group to the success of your team
- Attend meetings and contribute to decision making and problem solving.
- Inform your Team Leader of emerging issues that relate to you and your teams role function, advising them of your management of caseloads and job tasks towards achieving program targets.
- Provide reports and documentation to Team Leaders as requested.

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- To perform any other duties as delegated by Management or Team Leader as relevant to your position and scope of practice.

Health, Safety & Wellbeing:

- All NDCH staff have a responsibility to ensure their conduct and behaviour towards clients protects the client's safety and wellbeing at all times.
- It is your duty to take reasonable care of the safety and health of yourself and other persons who may be affected by your acts or omissions in the work place.
- NDCH is an equal opportunity employer. NDCH is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.
- All NDCH sites are smoke free workplaces.
- NDCH promotes respectful relationships and gender equality within the workplace and in our communities.
- NDCH has a culture of zero tolerance of violence, especially against vulnerable people, children and women, and takes an active role within the workplace and the community to promote this stance.

Mandatory Checks & Training:

Drivers Licence

All staff are required to have and maintain a valid driver's licence. Any conditions on your licence should be indicated in your application. Any change to the conditions of your driver's licence whilst employed must be communicated to Management as soon as possible.

National Police Check:

Appointment and ongoing employment is subject to a satisfactory National Police Check. This is mandatory for all Employees.

All personnel of NDCH are required to notify Management as soon as possible of any criminal conviction within Australia or overseas.

International Police Check:

If the applicant has lived overseas for twelve (12) months or more in the last ten (10) years, an International Police Check will be required before commencing in this role.

All staff are required to sign a statutory declaration in regards to ever having, since the age of 16 years, been a citizen or resident of any countries other than Australia and been convicted of murder or sexual assault or convicted of and sentenced to imprisonment for any form of assault.

Working with Children Check (WWCC):

It is a requirement of NDCH that all employees undergo a Working with Children Check in accordance with the Working with Children Act 2005 (amended 2016).

Child Safe Standards Training

All staff are required to undertake the Child Safe online module with the Centre for Excellence in Child and Family Welfare to gain the knowledge and skills necessary to

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embed the child safe standards into their practice. This will be undertaken after commencement in your role with update opportunities made available.

Family Violence Training

NDCH provides training opportunities for staff under the Strengthening Hospital Responses to Family Violence and, for those staff who work 1:1 with clients, Child (CISS) and Family Violence Information Sharing (FVISS) Schemes.

NDIS

All staff working in disability services are required to sign their commitment to work within the NDIS Quality & Safeguards Commission Code of Ethics, even if their role does not require them to provide specific disability supports.

Those staff working in specific disability services (NDIS) are required to undertake any training to understand and meet their obligations under the NDIS Practice Standards and other NDIS rules.

Signed in Acknowledgement:

Employee:		/ /20
Manager:		/ /20