

Austin Health Position Description



Position Title: Personal Assistant, ACIA

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| Classification: | HS3 |
| Business Unit/ Department: | Access, Critical Care, Imaging and Ambulatory (ACIA) Services Division |
| Work location: | Austin Health [X] Heidelberg Repatriation [] Royal Talbot [] Other [] (please specify) |
| Agreement: | Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021 - 2025 |
| Employment Type: | Fixed-Term Full-Time |
| Hours per week: | 38 plus ADO |
| Reports to: | Divisional Director, ACIA |
| Direct Reports: | Nil |
| Financial management: | Budget: n/a |
| Date: | Feb 2025 |

About Austin Health

Austin Health is recognised for high-quality, person-centred care. We're renowned for our specialist work in cancer, transplantation, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health and rehabilitation.

We're the largest Victorian provider of training for specialist physicians and surgeons, and internationally recognised as a centre of excellence in hospital-based research.

Our services are delivered to patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

Commitment to Gender Equality

Austin Health is committed to gender equality in the workplace. In developing our [Gender Equality Action Plan](#) we have been guided by the gender equality principles set out in the Gender Equality Act 2020 (Vic). We believe that everyone should live in a safe and equal society, have access to equal power, resources and opportunities and be treated with dignity, respect, and fairness.

Position Purpose

Provide high quality diary management and administrative support to the Divisional Director and senior ACIA leadership team.

The Administrator role is recognised as a high performing member of the ACIA Leadership team and is responsible for delivering excellence in administration processes that effectively support the operational efficiency of the Divisional Director.

About Access, Critical Care, Imaging and Ambulatory Services

This position is located within the Access, Critical Care, Imaging and Ambulatory (ACIA) Services Division within the Chief Operating Officer Directorate.

ACIA is comprised of the following areas:

- Radiology/ Molecular Imaging and Therapy (MIT)
- Ambulatory Care Centre (ACC)
- Hospital in the Home (HITH)/ Virtual Care (VC)
- Specialist Clinics
- Non-emergency Ambulance services
- Care coordination
- Bed Management
- Emergency Medicine
- Intensive Care Unit

These areas provide a variety of inpatient, outpatient and diagnostic services which service large number of patients annually.

This role will be based at the Austin Campus.

Purpose and Accountabilities

Role Specific:

- Provide high level administrative and diary support for the Divisional Director
- Provide administrative support to the Divisional Management Team
- Act as the primary contact for the ACIA Leadership office for general queries

Personal Assistant to the Divisional Director, ACIA

- High level diary management for Divisional Director, ensuring all meetings are aligned with business priorities and proactively managing scheduling conflicts.
- Documenting the Executive On Call Roster and rotational huddle chair for Divisional Director and ACIA Leadership team.
- Email management for Divisional Director.
- Coordinating ACIA operational meetings including collating agenda items, taking minutes, organizing catering and scheduling guest speakers.
- Process and distribute routine correspondence as required.
- Assisting with the preparation of reports and presentations.

Administrative Duties

- Create, update, and distribute meeting agendas, minutes, actions list, and presentations within agreed timeframes.
- Maintain a leave calendar for the ACIA leadership team & support staff, including Divisional Director, Divisional Medical Director, Divisional Managers, Business Managers and NUMs
- Provide Kronos, Success Factors and WPR signoff support to the Divisional Director and Divisional Management team.
- Organise room bookings for the ACIA committees and other meetings as required.
- Support the Divisional Managers with diary management and organization of meetings as needed.
- Create, submit, and/or track:
 - Invoices and Invoice Payment Requests
 - Medical staff leave requests
 - Workplace Requisition requests
 - Panorama maintenance requests
 - IT and Financial access and delegation requests
 - Continuing Medical Education Reimbursement Claims
- Organise signatures for contracts, business cases and invoice payment requests and track their submission and return.
- Process medical and administrative recruitment requests, contract variations, and terminations as required.
- Actively develop, maintain, and support relationships with senior leaders, managers and employees both within ACIA Division and across the wider hospital network.
- Undertake routine administrative tasks associated with the needs of the Division, including stationery ordering, maintaining office assets, environmental maintenance, and reporting.

- Assist with developing and maintaining ACIA internal Sharepoint pages and external internet pages.
- Maintaining the ACIA Leadership teams electronic filing system in Sharepoint.
- Any other duty deemed fair and reasonable to meet the requirements of the ACIA Leadership team needs.

All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time.
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality & risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person centred care.
- Comply with requirements of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

People Management Roles:

- Maintain an understanding of individual responsibility for safety, quality & risk and actively contribute to organisational quality and safety initiatives
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements

Selection Criteria

Essential Knowledge and skills:

- Experience supporting senior executives with at least 3 years' experience
- Advance to intermediate knowledge of Microsoft Office programs, particularly Outlook, Excel, PowerPoint and Word
- Proven ability to maintain high levels of discretion and confidentiality
- Proven ability to use initiative, work without direct supervision, and anticipate and solve problems.
- Proven ability to coordinate and perform numerous tasks simultaneously.
- Experience in providing administrative support to multiple individuals or teams as part of the same role.

- Excellent interpersonal skills
- Excellent attention to detail
- Excellent organisational skills
- Experience in establishing administrative monitoring and reporting processes.

Desirable but not essential:

- A sound understanding of information technology including clinical systems and applications such as:
 - Office365
 - SharePoint
- Managing Positions Online/ SuccessFactors (SAP) / Krono
- Continuous improvement outlook.

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

We welcome applications from Aboriginal and Torres Strait Islander people. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#)

Document Review Agreement

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| Manager Signature | |
| Employee Signature | |
| Date | |

People Management Role-Direct Reports

Divisional
Director

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graph TD; A[Divisional Director] --- B[Administrator, Personal Assistant];
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Administrator,
Personal
Assistant