Position Description

Personal Assistant to Director Emergency Medicine

Classification:	Administration Officer Grade 3 (HS3 - HS25)
Business unit/department:	Emergency Services
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ 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:	Part-Time
Hours per week:	32
Reports to:	Director, Emergency Medicine (DEM)
Direct reports:	Nil
Financial management:	Budget: n/a
Date:	November 2026

Position purpose

To provide administrative support to the Director of Emergency Medicine

As a recognised highly performing member of the Emergency Department, this role is required to deliver
excellence in administrative processes that support the Director's operational efficiency and service quality.
This is a permanent part time role located on site in the Emergency Department.

About the Directorate/Division/Department

Emergency Services at the Austin consists of the Austin Emergency Department and Short Stay Unit.

The Emergency Department services approximately 90,000 patients per year, about 20% of whom are paediatric patients. The inpatient admission rate is of the order of 33%. The Emergency Department aims to assess, manage, and admit patients from a broad range of specialities, within the targets set by the Department of Health. This service will be delivered in a timely, compassionate, and

appropriate manner, enhanced through teaching, research and the development of new technologies and processes.

The Short Stay Unit is a 28-bed unit which is co-located with, and staffed by, the Emergency Department nursing workforce. Patients admitted to Short Stay usually have a rapidly reversible condition which either requires a short period of treatment or observation, where the likelihood of safe discharge can occur in a 24 period.

The Emergency Service is at the forefront of new and innovative models of Emergency care and is a contemporary leader in Emergency Medicine and Nursing education, research, and quality. There is a strong focus on nursing education and upskilling opportunities with both a post graduate course in critical care nursing and an Emergency Foundations program is offered each year. There is also a wide range of nursing and education support by the in-house education team which promotes clinical support and education on a shift-to-shift basis.

The Austin Emergency Services provides exceptional care observing best practice and is a leading Australian hospital in regard to nursing educational opportunities and career.

Position responsibilities

Personal Assistant to the Director, Emergency Medicine:

- High level diary management for Director, Emergency Medicine (DEM), ensuring all meetings are aligned with business priorities and proactively managing scheduling conflicts.
- Email management for the DEM.
- Coordinating emergency department operational meetings including collating agenda items, taking minutes.
- Maintain education and reporting schedules and guest speakers as required.
- Documenting the CMO on call roster on behalf of the DEM.
- Coordinating and documenting the emergency department executive on call roster, rotational meeting chair for the DEM and the Emergency Department Medical Leadership team.
- Assist with the preparation of reports and presentations.
- Other duties as deemed necessary and appropriate for the role by the DEM.

Administration duties

- Provide secretarial support to the Deputy Directors, as directed.
- Maintain the leave calendar for the ED medical Leadership team.
- Coordinate bi-annual PRD sessions on behalf of the DEM and ED Medical Leadership team. Scheduling meetings and maintain records in SuccessFactors.
- Produce reports to assist the ED Medical Leadership team, as directed.
- Point of contact and general office management for the DEM office – filing, printing etc.
- Process and distribute routine medical correspondence as required.
- General reception duties including answering telephone calls and greeting visitors.
- Respond to patient requests for medical/attendance certificates, TAC certificates, Work Cover and private health care forms with the treating clinician.
- Organise signatures and process various requests, including but not limited to:
    - Continuing Medical Education (CME) for the DEM and ED senior medical staff (SMS).
    - Sabbatical and special leave applications
    - Vendor invoices
    - Staff reimbursement requests
    - Contracts

- Maintain the ED medical electronic filing system in Sharepoint and MS Teams.
- Actively develop, maintain, and support relationships with senior leaders, managers and employees both within the ED and ACIA Division and across the wider hospital network
- Maintain the ED room booking calendar for the ED Seminar rooms & Wellness Room. Support the ED medical team with room bookings, as needed.
- Arrange catering for staff forums and events, as directed.
- Assist with preparation for accreditation surveys within the department
- Participate in Austin Health performance appraisal program as required.
- Act as support to the ED medical workforce team and director on call team. Provide phone coverage for unplanned leave and assist with medical staff pay queries as needed.

Selection criteria

Essential skills and experience:

- Minimum 5 years' experience supporting senior executives or management teams.
- At least 3 years' experience working in healthcare.
- Proven ability to maintain confidentiality and exercise sound judgment and discretion.
- Experience in providing administrative support to multiple individuals and a large department.
- Intermediate to advance knowledge of Microsoft Office (O365).
- Experience working with medical staff in a complex and dynamic environment.
- High level written and verbal communication skills.
- Strong teamwork, collaboration and relationship building skills.
- Ability to prioritise, use initiative and work without direct supervision.
- Flexible and adaptable.
- Excellent interpersonal skills.
- Experience with organising calendars, meetings, agendas and minute taking.

Desirable but not essential:

- Knowledge of Healthcare Employee Bargaining Agreements.
- Knowledge of Continuing Medical Education (CME) guidelines.
- A sound understanding of information technology including clinical systems and applications relevant to the management of rostering and reporting or as required for the role and/or department.
    - Find My Shift
    - Success Factors
    - SharePoint
    - Power BI
    - RiskMan

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and 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-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety
Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer
We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment
We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.