

Position Description

Fixed Term Leave Replacement Personal Assistant (Divisional & Medical Directors) & Personal Assistant (Adult & ICYMHS Directorate)

Classification:	YC89 Admin Officer Grade 2
Business unit/department:	Mental Health Division / Administrative Services
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	Choose an item.
	Victorian Public Mental Health Services Enterprise Agreement 2020-2024
	Choose an item.
Employment type:	Fixed-Term Part-Time
Hours per week:	7.6 per day, 22.8 hrs. per week (Tuesday, Wednesday, Friday) with the flexibility to cover Monday & Thursday as required.
Reports to:	Manager, Administrative Services
Direct reports:	0
Financial management:	N/A
Date:	15/09/2025

Position purpose

The Personal Assistant role offers high-quality administrative and operational support to the Directorate Manager and Clinical Director, essential for maintaining and enhancing the efficiency, time management, and effectiveness of the service system.

This position plays a crucial part in the Directorate leadership team, with access to sensitive information, demanding utmost discretion and confidentiality. Flexibility, quick adaptation, independence, and the ability to follow limited instructions are critical. Managing complex, competing requests and priorities at both task and project levels is also key.

Reporting directly to the Administrative Service Manager, the Personal Assistant collaborates with MHD leaders and staff, including administrative personnel, to meet role requirements. Occasionally, the role may involve providing backfill support to the administrative team.

Excellent interpersonal and telephone skills, administrative process driven with strong written communication, advanced computer literacy, and teamwork abilities are essential.

About the Mental Health Division

'Austin Mental Health aims to see the strength and potential in all our consumers, their carers as well as each other, by providing holistic and compassionate care and offering partnership in recovery.'

The Mental Health Division provides care and services through a comprehensive range of teams to meet the needs of mental health consumers and carers throughout Victoria. Services are located across Austin Health campuses and in the community. The Mental Health Division incorporates four program areas:

- **Adult & Older Adult Mental Health Services**
- **Infant Child & Youth Mental Health Services (ICYMHS) 0 – 25-year-old**
- **Specialty Services** with state-wide role incorporating:

Mental Health Nursing Education and Training Team (MHNETT) includes;

- Education and training

Psychiatry, Training, Research and Development Centre

All mental health services work within a clinical framework that promotes recovery-oriented practice and supported decision-making. This approach to client wellbeing builds on the individual's strengths working in partnership with their treating team. It encompasses the principles of self-determination and individualised treatment and care.

Position responsibilities

Role-specific:

- Be confident and capable in providing high-quality communication, at all times demonstrating the ability to manage one's own emotions appropriately.
- Demonstrate expertise in organisation and office management as shown by a proactive approach to seeking information, making decisions, and tidying up the real and online environments/systems that need to be managed.
- Possess the ability to competently adapt to and cope with changing environments with multiple/competing service system demands so that deliverables meet timelines.
- Manage problem solving inquiries to reduce demands on the Directorate Managers and Clinical Directors with polite, engaging, and efficient responses, e.g., taking messages and managing callers to more appropriate role holders, etc.
- Regularly attend to (Microsoft 365) outlook management throughout the day for the Directorate Manager and Clinical Director to ensure timely responses to meeting requests, diary/meeting coordination, travel arrangements, resolution of appointment clashes by re-organising these to meet relevant timelines and flagging urgent emails and requests.
- Prepare and record agendas, action logs, and minutes for the directorate, and, where necessary, team meetings within expected timeframes for review and distribution.
- Liaise with internal and external departments or other divisions across the organisation and external agencies.
- CME – Prepare and lodge claims for consultant's conference / Education submissions and ensure all leave dates/applications are recorded using the centralised spreadsheet system.
- Raise invoices, workplace requisitions, and complete contract database checklist forms as required.
- Provide administratively specific perspectives to relevant change management initiatives.
- Assist in guiding administrative staff regarding office management skills and project



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management as requested by the Directorate Manager and Clinical Director.

- Attend directorate meetings as required and provide peer support to other personal assistants within the MHD.
- Participate in regular operational line management supervision with the Manager, Administrative Services, as well as collaborate with the Directorate and Clinical Manager.
- Participate in annual performance reviews to continually reflect, learn and improve skillsets.
- Assist in refining and developing processes and procedures for an effectively managed MHD.
- Provide ad-hoc administrative support and additional duties as required.

Selection criteria

Essential Knowledge and skills:

- Demonstrated excellent administrative process driven, combined with effective, and appropriate written, verbal, and interpersonal communication techniques.
- Demonstrated experience in minute taking processes (agenda preparations, and meeting schedule) in documenting key discussions, decisions, and action items from a meeting to create an official record.
- Advanced computer literacy, keyboard skills, and proficient working knowledge in information technology systems and applications. I.e.: (Microsoft Office 365, search engines, short-cuts, databases, risk operating systems, ordering platforms)
- Extensive (5 years or more) secretarial experience at senior management level
- Time management capabilities, prioritising work requirements, and ability to work to meet strict quality and time deadlines.
- Ability to work independently and to prioritise work requirements.
- Proven ability to work well with staff from all levels, actively contributing to its success.
- Demonstrated organisational skills.
- Demonstrated initiative in identifying problems and suggesting solutions.
- Personal, customer focussed approach with a commitment to high-quality service.
- Ability to adapt and respond rapidly to a changing environment.
- Proven attention to detail and accuracy.
- Commitment to quality improvement
- Current Victoria driver's license
- Current working with Children's Check with no restrictions

Desirable but not essential:

- Professional Administration qualifications (certificate or equivalent)
- Previous experience working in a hospital or mental health service.
- Knowledge of the Mental Health and Wellbeing Act 2022 and findings of the recent Royal Commission into Mental Health as related to allocated duties.
- Understanding of Mental Health presentations and disciplinary workforce.
- Working Knowledge of CMI and other health information systems

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.



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- 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.



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