

## POSITION DESCRIPTION

# NSLHD - Executive Assistant to Manager Aged & Chronic Care and Allied Health Primary and Community Health (PACH)



Organisation	NSW Health
Local Health District / Agency	Northern Sydney Local Health District
Position Classification	Admin Off Lvl 6
State Award	Health Employees Administrative Staff (State) Award
Category	Administration & Health Records   Administration   Executive Assistant
Website	<a href="http://www.nslhd.health.nsw.gov.au/">www.nslhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE

The Executive Assistant position provides high level executive support to the Manager Aged & Chronic Care and Allied Health PACH (Manager).  
The position plays a pivotal role in ensuring the Manager can effectively manage the demands of the PACH Aged & Chronic Care and Allied Health service within the Northern Sydney Local Health District.  
Further, the role provides high level support to the PACH Aged & Chronic Care and Allied Health Team as required.

## RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

## ESSENTIAL CRITERIA

You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

NSLHD supports [diversity and inclusion](#) and these principles should be applied when interacting with our patients and work colleagues.

## KEY ACCOUNTABILITIES

## POSITION DESCRIPTION

# NSLHD - Executive Assistant to Manager Aged & Chronic Care and Allied Health Primary and Community Health (PACH)



Northern Sydney  
Local Health District

- Provide Executive Assistance to the Manager to include maintenance of comprehensive and accurate diary management, meeting requests, travel arrangements, and the drafting of letters, memos, reports and applications for processing as required.
- Maintain effective lines of communication with the PACH Executive and Management Team for the Manager. Respond to or refer any internal queries or complaints about patient services ensuring that any issues or concerns that are raised by staff are passed on to the Manager.
- Provide support to the Manager through utilising the TRIM system for document tracking, arranging car bookings, organising quotes and liaising with various vendors and managing all aspects of equipment and stationery ordering, receiving and submission for payment.
- Perform secretariat function for key committees and any other committees at the request of the Manager.
- Develop reports, correspondence briefings and related documents on behalf of the Manager to ensure deadlines are achieved. This includes coordinating responses to Ministerials and complaints referred to Manager and liaison with the relevant staff to acquire responses.
- Manage and track all incoming correspondence for the Manager and commence action on this correspondence. Screen incoming calls and visitors for the Manager and instigate preliminary action at own discretion for the resolution of issues.
- Responsible for all office duties including filing and archiving of documents, purchasing of stationery stock and equipment including the preparation of requisitions and letters of justification for purchases of general and PC equipment and maintenance contracts.
- Organise catering for events as required and preparation of presentation material e.g. PowerPoint for planning days and seminars as requested by the Service Director.

## KEY CHALLENGES

- Working in a demanding, busy and complex environment where there are competing priorities, working to strict deadlines and guidelines, maintaining familiarity with the necessary range of policies, guidelines and assist in formulating to enhance organisational improvements.
- Ensuring efficient and effective communication with and assistance to the Manager including working autonomously and independently with a high degree of responsibility and accuracy whilst exercising own initiative to problem solve and manage significant issues in the absence of the Manager.
- Act as a resource person for managers in the Aged & Chronic Care Team in relation to technology and system processes ( Stafflink, Recruitment, HealthRoster, Iprocurement, Outlook, Videoconferencing and Teleconferencing Services) and assisting in resolving technical and process issues and disseminating information in relation to these to appropriate areas.

## POSITION DESCRIPTION

# NSLHD - Executive Assistant to Manager Aged & Chronic Care and Allied Health Primary and Community Health (PACH)



Northern Sydney  
Local Health District

KEY RELATIONSHIPS	
Who	Why
Manager Aged & Chronic Care and Allied Health PACH	Manage the flow of information, seek clarification, escalate sensitive issues and propose solutions
Aged & Chronic Care and Allied Health Staff	Develop and maintain effective working relationships and open channels of communication
PACH Executive Team and Managers	Develop and maintain effective working relationships and open channels of communication and provide sound and reliable advice, manage expectation, resolve and provide solutions to issues, and negotiate outcomes and timeframes

## SELECTION CRITERIA

1. Consistently demonstrates behaviours that reinforce the CORE Values of our organisation: Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders, colleagues, direct reports, as well as our patients and consumers and those that care for them.
2. Demonstrated high level organisational skills including the ability to work independently and priorities to manage a heavy workload in order to successfully manage competing priorities and deadlines.
3. Demonstrated interpersonal and communication skills at a high level.
4. Demonstrated experience in using TRIM document tracking, entering staff rosters on HealthRoster, or similar software, and preparation of recruitment episodes on ROB, or similar software, for approval.
5. Demonstrated problem solving skills and ability to integrate complex information from multiple sources.
6. Strong capability in organising meetings, conferences and seminars, preparation of agendas and minute taking.
7. Exceptional customer service orientation and well developed written and verbal skills to communicate effectively to a wide range of individuals and organisations, including contractors and vendors.
8. Demonstrated advanced computer skills with Microsoft Office. Current NSW Driver's Licence.

## POSITION DESCRIPTION

# NSLHD - Executive Assistant to Manager Aged & Chronic Care and Allied Health Primary and Community Health (PACH)

**Job Demands for:** NSLHD - Executive Assistant to Manager Aged & Chronic Care and Allied Health Primary and Community Health (PACH)

<b>Physical Demands</b>	
<p><b>Respirator use</b> - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/hazardous materials</p> <p>Infrequent</p>	<p><b>Sitting</b> - remaining in a seated position to perform tasks</p> <p>Frequent</p>
<p><b>Standing</b> - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p><b>Walking</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Occasional</p>
<p><b>Running</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p><b>Bend/Lean Forward from Waist</b> - forward bending from the waist to perform tasks</p> <p>Infrequent</p>
<p><b>Trunk Twisting</b> - turning from the waist while sitting or standing to perform tasks</p> <p>Not Applicable</p>	<p><b>Kneeling</b> - remaining in a kneeling posture to perform tasks</p> <p>Not Applicable</p>
<p><b>Squatting/Crouching</b> - adopting a squatting or crouching posture to perform tasks</p> <p>Not Applicable</p>	<p><b>Leg/Foot Movement</b> - use of leg and/or foot to operate machinery</p> <p>Not Applicable</p>
<p><b>Climbing (stairs/ladders)</b> - ascend/descend stairs, ladders, steps</p> <p>Infrequent</p>	<p><b>Lifting/Carrying</b> - light lifting and carrying (0 to 9 kg)</p> <p>Infrequent</p>
<p><b>Lifting/Carrying</b> - moderate lifting and carrying (10 to 15 kg)</p> <p>Not Applicable</p>	<p><b>Lifting/Carrying</b> - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p><b>Reaching</b> - arms fully extended forward or raised</p>	<p><b>Pushing/Pulling/Restraining</b> - using force to</p>

## POSITION DESCRIPTION

# NSLHD - Executive Assistant to Manager Aged & Chronic Care and Allied Health Primary and Community Health (PACH)

above shoulder  Infrequent	hold/restrain or move objects toward or away from the body  Infrequent
<b>Head/Neck Postures</b> - holding head in a position other than neutral (facing forward)  Not Applicable	<b>Hand and Arm Movements</b> - repetitive movements of hands and arms  Frequent
<b>Grasping/Fine Manipulation</b> - gripping, holding, clasping with fingers or hands  Occasional	<b>Work at Heights</b> - using ladders, footstools, scaffolding, or other objects to perform work  Not Applicable
<b>Driving</b> - Operating any motor powered vehicle  Infrequent	

### Sensory Demands

<b>Sight</b> - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)  Constant	<b>Hearing</b> - use of hearing is an integral part of work performance (e.g. Telephone enquiries)  Frequent
<b>Smell</b> - use of smell is an integral part of work performance (e.g. working with chemicals)  Not Applicable	<b>Taste</b> - use of taste is an integral part of work performance (e.g. food preparation)  Not Applicable
<b>Touch</b> - use of touch is an integral part of work performance  Not Applicable	

### Psychosocial Demands

<b>Distressed People</b> - e.g. emergency or grief situations	<b>Aggressive and Uncooperative People</b> - e.g. drug/alcohol, dementia, mental illness
---	--

## POSITION DESCRIPTION

# NSLHD - Executive Assistant to Manager Aged & Chronic Care and Allied Health Primary and Community Health (PACH)



Northern Sydney  
Local Health District

Infrequent	Infrequent
<b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries	<b>Restraining</b> - involvement in physical containment of patients/clients
Infrequent	Not Applicable
<b>Exposure to Distressing Situations</b> - e.g. child abuse, viewing dead/mutilated bodies	
Not Applicable	

### Environmental Demands

<b>Dust</b> - exposure to atmospheric dust	<b>Gases</b> - working with explosive or flammable gases requiring precautionary measures
Not Applicable	Not Applicable
<b>Fumes</b> - exposure to noxious or toxic fumes	<b>Liquids</b> - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE
Not Applicable	Not Applicable
<b>Hazardous Substances</b> - e.g. dry chemicals, glues	<b>Noise</b> - environmental/background noise necessitates people raise their voice to be heard
Not Applicable	Not Applicable
<b>Inadequate Lighting</b> - risk of trips, falls or eyestrain	<b>Sunlight</b> - risk of sunburn exists from spending more than 10 minutes per day in sunlight
Not Applicable	Not Applicable
<b>Extreme Temperatures</b> - environmental temperatures are less than 15°C or more than 35°C	<b>Confined Spaces</b> - areas where only one egress (escape route) exists
Not Applicable	Not Applicable
<b>Slippery or Uneven Surfaces</b> - greasy or wet floor surfaces, ramps, uneven ground	<b>Inadequate Housekeeping</b> - obstructions to walkways and work areas cause trips and falls
Not Applicable	Not Applicable

**POSITION DESCRIPTION**

**NSLHD - Executive Assistant to Manager  
Aged & Chronic Care and Allied Health  
Primary and Community Health (PACH)**



Northern Sydney  
Local Health District

<p><b>Working At Heights -</b> ladders/stepladders/scaffolding are required to perform tasks</p> <p>Not Applicable</p>	<p><b>Biological Hazards -</b> exposure to body fluids, bacteria, infectious diseases</p> <p>Not Applicable</p>
--	---

