

POSITION DESCRIPTION

NSLHD - Executive Assistant and Communications Assistant to Manager Child Youth and Family



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
Website	www.nslhd.health.nsw.gov.au/

PRIMARY PURPOSE

The executive and communications assistant position provides high level executive, communication, administrative, secretarial and project support to assist the Manager, Child, Youth and Family Health (CYFH) services. The position assists with report and presentation preparation, communication resources, business and project meeting coordination and information flows to support efficient and safe (NSLHD) operation of CYFH services.

Child, Youth and Family Health services provide primary nursing, allied health and community paediatrician health and development support, screening, assessment, diagnostic and early intervention services for children and young people up-to-the-age of 24 years, and their families/carers. Care is provided as part of the Primary and Community Health Services available to residents living, or attending preschool within Northern Sydney Local Health District. (NSLHD)

The assistant acts as the CYFH Manager's point of contact for requests, prioritises matters and initiates action, exercising discretion while maintaining confidentiality, to facilitate optimal communication and use of the manager's time.

The position monitors correspondence flows to ensure timely response and manages CYFH corporate records in accordance with NSW record management policies and legislation.

The position is also responsible for coordinating all aspects of business meetings and events such as planning, education and community events, in consultation with relevant CYFH managers and other stakeholders. The assistant sources and collates information from multiple sources, prepares draft responses and compiles data for reports, project communication and presentations.

The position also assists CYFH Service Managers with various business processes related to corporate record management procurement, rostering, recruitment and developing communication resources. The CYFH Client Administration Officer is responsible for office management and supplies and contributes to Work Health and Safety (WH&S) processes.

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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

Customer Service and Information Flow

- Assist with enquiries/requests and initiate preliminary action at own discretion. Refer unresolved issues or complaints about patient services to relevant manager.
- Convey accurate, timely messages through agreed channels, escalate sensitive and contentious issues to the CYFH Manager in a timely way
- Maintain effective lines of communication with the PACH Executive and Management Team for the Manager. Participate as a member of the PACH and CYFH administration assistants' team

Correspondence and Corporate Record Management

- Collate, manage and distribute incoming and outgoing correspondence and commence action, in consultation with the manager.
- Liaise with relevant staff to gather information and coordinate response to ministerial request and complaints, within due dates.
- Ensure all documents are maintained in the electronic corporate record tracking system.
- Maintain confidentiality regarding patient and service matters.
- Draft various professional memos, business letters, reports and briefings on behalf of the Manager to ensure deadlines are achieved

Corporate Communication Support and Engagement

- Assist with report and presentation preparation.
- Assist with CYFH internet and Intranet page content drafting, updating and editing as required.
- Assist with drafting service news, promotional articles and patient information resources.

Workforce Support

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- Assist the Manager, CYF with staff onboarding, orientation and rostering and monitor CYFH staff mandatory training and professional registration compliance.
- Work collaboratively with all CYFH administration team members, providing mentoring, professional support and assistance with achieving workflow process efficiencies.
- Participate in quality improvement projects and accreditation processes.
- Act as a resource person for CYFH managers in relation to various technology system and business processes including, corporate record management, recruitment, staff rostering, procurement, Outlook and use of Microsoft Teams.

Committees, Meetings and Event Coordination

- Organise and provide secretariat support to committees, including organising and scheduling meetings, preparing agendas and briefing papers, minute taking and meeting paper distribution - ensuring meeting decisions and actions are recorded and tracked.
- Assist CYFH services with all aspects of event management, to ensure professional and cost-effective planning, educational and community events.

Office Management, Procurement and Workplace Safety

- Promptly log IT system and network disruptions to relevant helpdesks
- Maintain tidy office areas, log and track facility and equipment repair/maintenance requisitions
- Ensure adequate stationery and office supply levels are maintained. Check and securely store supplies received
- Liaise with vendors, arrange quotes, raise timely purchase orders, ensure authorised approval, and timely goods receipting.
- Comply with safe work instructions, including ergonomics, safe use of office equipment and fire safety

KEY CHALLENGES

- Working autonomously and independently with a high degree of responsibility, whilst exercising own initiative to problem solve and manage sensitive issues in the absence of the manager.
- Maintain effective, engaging and professional communication in a, busy and complex environment where there are competing priorities demands and expectations, with strict deadlines and work processes.
- Providing high quality, efficient and professional administrative support to the Manager CYFH and various teams and services located across multiple sites - in line with relevant policies, agreed standards and tight timeframes, whilst maintaining accuracy and attention to detail.

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Local Health District

KEY RELATIONSHIPS	
Who	Why
Manager, Child Youth and Family	Manage the timely flow of information, seek clarification, escalate emerging risks and sensitive issues, assist with resolution
Child, Youth and Family Health Manager and Management Team, and Primary and Community Health Executive members.	Maintain collaborative and respectful working relationships to support open communication, maintain timely workflow, respond to requests for information and assist with issue resolution. Assist with workplace communication, correspondence and corporate record management, complaint response and event management.
Child, Youth and Family staff	Support the CYFH Management Team to develop and maintain effective communication channels to effectively support open communication and staff engagement.
Clients	Assist with enquiries, request for information and receive CYF service feedback/complaints
Service partners	Assist with enquiries, request for information and meeting coordination

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. Certificate IV Marketing and Communication, or equivalent knowledge and skill, and/or experience in a senior administration/communications assistant role reporting to a senior manager.
3. Friendly and professional demeanour, with exceptional interpersonal communication and negotiation skills, and demonstrated commitment and capacity to provide professional customer service.
4. Excellent project management skills and ability to independently prioritise and organise tasks to deliver high quality, accurate and timely work within a busy environment. Ability to organise meetings, appointments, and events.
5. Advanced Microsoft Office skills, particularly Excel, WORD and Powerpoint. Demonstrated ability and willingness to learn and adapt to using all service specific IT programs and software.
6. Excellent business and creative written English communication skills, with ability to synthesise and present complex information from multiple sources into high quality business documents and engaging promotional resources.
7. Excellent critical thinking skills, adaptability and ability to exercise good judgement in solving problems, resolving enquiries and improving processes.
8. Current NSW Driver's Licence.

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Job Demands for: NSLHD - Executive Assistant and Communications Assistant to Manager Child Youth and Family

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

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

Sensory Demands

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

Psychosocial Demands

Distressed People - e.g. emergency or grief situations	Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness
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Infrequent	Infrequent
Unpredictable People - e.g. dementia, mental illness, head injuries	Restraining - involvement in physical containment of patients/clients
Infrequent	Not Applicable
Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies	
Infrequent	

Environmental Demands

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

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