

Position Description

Position Title:	Executive Assistant/Office Manager
Reports to:	Executive Director, Hume Local Health Services Network
Department:	Hume Local Health Services Network
Directorate:	Hume Local Health Services Network
Cost centre:	D0430
Code & classification:	Grade 4 (HS4)
Employment conditions:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025 and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

The Executive Assistant/Office Manager role is interesting, varied and reports directly to the Executive Director Hume LHSN. Working as an integral part of the Hume LHSN team, you will support the Executive Director and Project Leads with your high-level administration skills and understanding of the different projects the Hume LHSN undertakes. Diary management, document and report preparation and secretarial support to the Executive Director and Project Leads will be an important part of the role, which will be balanced with your ability to manage the office, accurately managing time and attendance (payroll) records, staff leave and confidential reporting. You will also maintain OH&S requirements to ensure safe work practices.

Genuinely great and confident communication skills will be required when you connect with the Hume LHSN team, CEOs, Executive and other staff from the twelve health services in the Network, and other stakeholders. This could be by phone, email, text or virtual meetings and is an opportunity to develop strong and valuable relationships which enhance collaboration.

The role requires someone with initiative, keen attention to detail, a willingness to learn and capacity to refine processes, where needed, to create efficiencies and best administrative systems whilst ensuring relevant policies are up to date and implemented.

ABOUT THE NETWORK

The Hume Local Health Service Network (LHSN) brings together the public health service providers from across the Hume LHSN to work collaboratively to:

- Improve service access, safety, quality and coordination – so that patients/ consumers/ clients experience improved outcomes; and
- Improve the efficiency of the Hume LHSN service system by sharing expertise, removing unnecessary duplication and working to an agreed system design.

- The creation of the Hume LHSN is a direct response to the policy directions of the Victorian Government and is a critical mechanism for the key health systems and providers across the Hume LHSN to share their expertise and achieve scale and coordination of effort towards agreed and common goals.

The Hume LHSN exists in a complex service system and is the collaboration mechanism for public sector health services in the Hume region. To strengthen its work, the Hume LHSN seeks to build productive working relationships with key agencies in the LHSN, including the Murray Primary Health Network (PHN), community health providers, residential aged care providers, Aboriginal community controlled health organisations, private hospitals, mental health service providers, local government and Metropolitan Public health services, including Tertiary, Women's and Children's hospitals. In partnership with these agencies or directly, the Hume LHSN also engages with communities across the Hume LHSN.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to the following:

- Provide timely, accurate and efficient administrative support for the Hume LHSN Executive Director and Project Leads (inclusive of diary management), including the Safer Care Victoria Safer Together Project.
- From extensive experience and knowhow, provide administrative technical advice to all stakeholders to ensure a professional and high standard of output from all HLHSN operations
- Provide secretarial support for Hume Network CEO Committee and Hume Board Chair Committee meetings and other relevant committees by agenda preparation and distribution, accurate minute taking and distribution
- Gain an in-depth understanding of all facets of the Hume LHSN and contribute when required to project activities
- Update and maintain all key Hume LHSN documents and templates
- Provide high level support to the Executive Director, Hume LHSN and key project staff on the delivery of key documents, including submissions, workplans and reports
- Set up and coordinate logistics and associated requirements for various events across the Hume region
- Using your persuasive skills,
 - follow up meeting actions to ensure timely actions and response
 - ensure cooperation of relevant stakeholders to achieve planned outcomes
 - successfully coordinate meetings and issue invitations, organising venue/room booking and catering if required
- Manage competing priorities in a complex work environment and demonstrate the ability to prioritise workload
- As required, prepare and review reports, (including editing and formatting and creating graphics - using Canva) where required, both independently and with other team members
- Timely dissemination of reports, information and communication to key stakeholders in various forms
- Liaise with Executives and other staff from the 12 Hume LHSN health services and other LHSNs
- Establish and maintain close communication with the Hume LHSN Executives and leadership teams and other internal and external project stakeholders
- Be the first point of contact for the Hume LHSN
- Maintain an effective electronic filing system for the Hume LHSN
- Complete accurate data entry and maintenance and production of reports as required

- Provide high quality customer service to stakeholders that reflects best practice and adds value to the Network's activities and assists in the successful delivery of projects.

As part of the Office Management role:

- Maintenance of office equipment, ensuring that it is fully functional at all times
- Ordering and receiving stationery, equipment and other resources as required
- Identifying opportunities to improve existing processes and procedures and implement workplace improvements
- Accurately manage and record staff time and attendance and provide reports as required
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews.
- Undertake any OH&S requirements with Goulburn Valley Health on behalf of the Hume LHSN and monitor safe work practices and building security.

KEY SELECTION CRITERIA

Essential:

- Proven experience in providing professional, accurate and timely secretarial support to committees (for at least five years)
- Proven ability to work in a complex work environment and manage competing priorities
- High level capability in the use of Microsoft Office applications, including Word, Excel and PowerPoint
- Demonstrated diplomacy and interpersonal skills that support and enhance positive relationships
- Strong administrative and organisational skills with demonstrated ability to meet timelines
- Capacity to work independently and as part of a team whilst prioritising workload
- High literacy and numeracy skills (spelling, grammar, punctuation)
- Ability to problem solve and use initiative
- Excellent communication skills, by telephone, online, in person and in written form

Desirable:

- Certificate III or Diploma in Office Administration or similar experience in a similar senior administrative role.
- Knowledge of information and communications technology
- Experience working in healthcare administration or similar

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful achievement of:

- Demonstrating of GV Health CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Ensure a Hume LHSN annual meeting plan is implemented and meeting membership is maintained as per Terms of Reference
- Timely preparation and distribution of meeting agendas and minutes as per Terms of Reference for various committees at a high standard
- Professional, grammatically correct and formatted document preparation

- Key Hume LHSN documents and templates are updated and maintained
- Attendance and active participation at meetings, as required
- Maintain close communication with the Hume LHSN Executives and leadership teams and other internal and external project stakeholders
- Provide high level support to the Executive Director, Hume LHSN and key project staff on the timely delivery of key documents, including submissions, workplans and reports
- Timely ordering of supplies, equipment and other requirements
- 100% compliance with training requirements
- Active participation in the Performance and Development review process

GV HEALTH AND HUME LHSN STAFF ARE REQUIRED TO:

- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Develop and maintain collaborative relationships with all other teams and professionals
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the Hume LHSN and GV Health workforce
- Contribute to organisational quality and safety initiatives
- Complete the mandatory training requirements as defined by GV Health
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Seek internal customer or consumer feedback and respond accordingly to identify areas for improvement
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public.

ALL GV HEALTH STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Develop and maintain collaborative relationships with all other teams and professionals;
- Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete and maintain all mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;

- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Victorian Department of Health Victoria;
- Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
- In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment.

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Hume Local Health Services Network	Executive Assistant/Office Manager
Reviewed by:	Andrew Freeman
Issue Date:	June 2025

ABOUT US

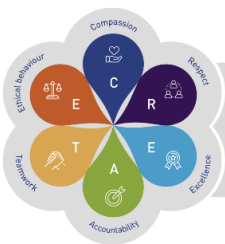
Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



COMPASSION
RESPECT

EXCELLENCE
ACCOUNTABILITY

TEAMWORK
ETHICAL BEHAVIOUR

GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)