

Position Description

Position Title:	Divisional & Services Assistant
Reports to:	Divisional Director Primary Care
Department:	Primary Care
Directorate:	Community Care & Mental Health Directorate
Cost centre:	R1754
Code & classification:	Managers and Administration Officers Grade 3 Years 1-5 (HS3-HS25)
Employment conditions:	Health Professional, Health and Allied Services, Managers & Administrative Officers Multiple Enterprise Agreement 2021-2025 and its successors, and GV Health Policies and Procedures

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 Divisional & Services Assistant plays a vital role in supporting the effective operation of the Primary Care Division and Community Interlink. This position provides high-level executive and administrative support to the Divisional Director, Primary Care and Director Community Interlink including the preparation of documentation and the accurate and concise capture of minutes for a range of Community Care governance meetings. The role also provides project support to program managers, contributing to the successful delivery of divisional initiatives. In addition, it is responsible for the day-to-day coordination and oversight of the Community Health and Wyndham St facilities, ensuring a safe, well-functioning, and supportive environment for both consumers and staff, while maintaining compliance with relevant building regulations, quality and safety standards. The position further oversees the coordination and smooth operation of Community Health clinics, enabling the delivery of high-quality services to the community.

RESPONSIBILITIES AND DUTIES

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

- Provide high-level executive and administrative support to the Divisional Director, Primary Care, and Director Community Interlink including diary management, correspondence, and stakeholder liaison.
- Coordinate and support divisional projects, developing and documenting systems and processes to ensure commitments are effectively carried out.
- Organise and support governance and operational meetings, including agenda preparation, document distribution, and the accurate and concise recording of minutes with follow-up of actions.
- Ensure the smooth operation of the Community Health facility by overseeing day-to-day requirements, maintenance programs, OH&S obligations, and compliance with quality and safety standards.

- Lead and monitor regularly essential service measures requirements relating to the maintenance of essential safety measures.
- Co-ordinate all emergency management procedure and systems to ensure the integrity of Corio St and Wyndham St facilities is maintained.
- Oversee the coordination and operation of Community Health clinics, including scheduling, and the development of facility specific policies and procedures.
- Maintain effective administrative systems, and technology, to support divisional efficiency including writing and developing relevant procedural documentation
- Provide high-quality, customer focused service to internal stakeholders and consumers that reflects best practice and adds value to GV Health.
- Support contract management processes and liaise with internal and external providers to ensure service delivery needs are met.
- Coordinate internal and external meeting room bookings, events, and functions as required.
- Draft and prepare correspondence, reports, and memoranda on behalf of the Divisional Director and Director Community Interlink.
- Operate with a high level of autonomy, demonstrating initiative, flexibility, and sound decision-making, while undertaking additional duties as requested.

KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):

- Relevant qualifications in Administration or extensive experience in providing executive support and assistance at a senior level.

Essential:

- Demonstrated relevant experience with Microsoft Office Programs including Microsoft Word, Excel, Power Point, Adobe Acrobat and Outlook software.
- Demonstrated written and verbal communication skills, with high attention to detail (includes experience in organising meetings, including preparation, distribution of papers and taking of minutes).
- Excellent time management skills with the ability to work independently with minimal direction and collaboratively in a team environment when required.
- The ability to work with a wide range of stakeholders including internal and external parties.
- Demonstrated high level understanding/skills in dealing with confidential and sensitive information.

Desirable:

- Knowledge of both GV Health and public health in general, and community environment including local government and external health organisations.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful achievement of:

- Attendance and active participation at meetings as required.

- 100% compliance with training requirements as outlined in the GV Health Education Framework.
- Active participation in the Performance and Development review process.
- Monitor, document and evaluate agreed upon performance indicators to achieve optimal outcomes.
- Effective management of daily schedules.
- Preparation of accurate and complete minutes, reports and documentation within timeframes.
- Effective time management and prioritisation of work to meet deadlines.
- Facility related compliance records and procedures are current
- 100% compliance in leading the facility safety systems response including emergency response codes and drills
- Professional and courteous response to incoming calls, e-mails and correspondence

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.
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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.

Community Care & Mental Health Directorate	Divisional Assistant & Facility Administration Officer
Reviewed by:	Julyan Howard
Issue Date:	November 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:



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](#)