

# Position Description

<b>Position Title:</b>	Executive Assistant/Office Manager Clinical Operations
<b>Reports to:</b>	Chief Operating Officer & Chief Corporate Affairs Officer
<b>Department:</b>	Clinical Operations
<b>Directorate:</b>	Clinical Operations
<b>Cost centre:</b>	P0910
<b>Code &amp; classification:</b>	Grade 4 Level 1 – 5 (HS4 – HS29)
<b>Employment conditions:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time).

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**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).

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## POSITION SUMMARY

The Executive Assistant/Office Manager Clinical Administration position is responsible for providing high level executive support to the Chief Operating Officer (COO) as the substantive component of the role (0.9FTE), and the Chief Corporate Affairs Officer (CCAO) as the minor component of the role (0.1FTE). The position requires the incumbent to hold responsibility to be the appointed Office Manager of the Clinical Operations Administrative Team, and involves:

- Being a role model for values-based communication and engagement
- Keeping focused on strategic priorities for which the Directorate is responsible
- Knowing and valuing our people and our work
- Ensuring efficient business systems and administrative functions
- Contributing to the promotion of a healthy work environment
- Flexibility to change working hours to suit meetings
- Day to day supervision and management of Administration Officers – Clinical Operations

Where required, the Executive Assistant will aid other Executive Directors and also the Executive Assistant to Chief Executive in relation to the preparation of agendas and minutes for relevant Executive and Board Sub-Committee meetings.

## POSITIONS REPORTING TO THIS ROLE

- **Administration Officer/s – Clinical Administration**

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## RESPONSIBILITIES AND DUTIES

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

- Develop and manage systems to ensure that commitments of the Directorates are effectively and reliably carried out.
- Manage and coordinate work schedules and commitments including appointments and travel arrangements; monitor telephone calls, correspondence, emails and visitors and initiate action where appropriate.
- Organise meetings and functions including preparation and distribution of agendas and papers, room booking as required. This may require some out of hours work.
- Attend meetings as requested to record minutes and/or provide other assistance.
- Management of rosters and administrative support for recruitment related processes for the COO and CCAO
- Support and train administrative staff in the directorate with calendar and email actions, agendas and minutes
- Ensure accurate, timely advice, information and responses and support is provided to the COO and CCAO, other Executives and Senior Management.
- Ensure decisions from meetings are communicated to appropriate people in a timely manner.
- Maintenance of office equipment within the Executive suite, ensuring that all equipment is fully functional, effective and efficient, and arranging appropriate maintenance where necessary.
- Maintenance of effective filing systems.
- Operate with a high level of autonomy, demonstrating initiative and confidence in decision making rationale.
- Monitor, document and evaluate agreed upon performance indicators to achieve optimal outcomes.
- Typing, photocopying and filing of correspondence as required.
- Distribution of monthly reports and completion of monthly data requirements including the monthly collation and distribution of Directorate scorecards and other reporting to the Departments.
- Work in a flexible manner and perform additional duties as requested, as defined appropriate by the COO and CCAO.
- Follow up actions and new risks and incidents, as reported in Riskman, for the Directorates, in particular, risks/incidents directly assigned to the COO and CCAO.
- Coordinate the business planning process for the COO and CCAO.
- Draft correspondence and memorandums, prepare letter of offers for senior medical staff
- Liaise with both internal and external clients in a mature and professional manner at all times, with strict adherence to the organisation's confidentiality policy and ensure all information exchanged is authorised and accurate.
- Embody a culture of positivity as the role model for all administration staff within GV Health.
- Provide a high-quality service to internal customers and consumers which reflects best practice and adds value to GV Health.
- Support and promote the organisation's Purpose and Values and positively promote the organisation both internally and externally.
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas
- Leave cover for Executive Assistants

### **Office Management – Clinical Operations**

- Supervise and lead a team of administrative support staff in Clinical Operations.
- Oversee the management of administrative support staff in Clinical Operations, including but not limited to:
  - Roster Management
  - Management of time and attendance (rosters, processing and locking of pays in Optima)
  - Reviewing and processing leave requests
  - Completion of annual PDR of administrative staff

- Manage performance and facilitate compliance of staff training and promptly reporting issues relating to or causing adverse outcomes to the COO.

## **KEY SELECTION CRITERIA**

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

- Relevant qualifications in Administration and/or extensive experience in providing Executive support or office management support at a senior level.

### **Mandatory**

- 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
- Demonstrated relevant experience with Microsoft Office programs including Word, Excel, PowerPoint, Publisher and Outlook software as well as Adobe Acrobat.
- Excellent interpersonal skills, including the ability to communicate effectively with people, while simultaneously building credibility and rapport.
- Defuses and resolves conflict in a range of situations, with tact and diplomacy, as required.
- Learns new skills and ideas quickly and assimilates complex information, applying knowledge gained to a new setting.
- 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 and the ability to work independently with minimal direction.
- The ability to work collaboratively in a team environment when required.
- The ability to work professionally with a wide range of stakeholders including internal and external parties.
- Ability to take responsibility and work unsupervised, as well as part of a team.
- Demonstrated high level understanding/skills in dealing with confidential and sensitive information.
- Satisfactory National Criminal History Check prior to commencement of employment
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment

### **Desirable**

- Knowledge of both the Hospital and community environment including local government and outside health organisations
- Previous supervisor or management experience

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## **KEY PERFORMANCE INDICATORS:**

### **Your performance will be measured through your successful achievement of:**

- Rostering which is completed in accordance with the relevant Enterprise Agreement requirements
- Budget management and the department is within budget, performance and development reviews are completed on time, training and core competency requirements are met as per the GV Health Education Framework and leave balances are managed in accordance with the policy and procedure to minimise liability

- Promoting and enabling of effective teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- 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.
- Adequate office supplies are stocked at all times.
- Professional and courteous response to incoming calls, emails and correspondence

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#### **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.

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<b>Clinical Operations</b>	<b>Executive Assistant</b>
<b>Reviewed by:</b>	<b>Chief Operating Officer</b>
<b>Issue Date:</b>	<b>December 2025</b>

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## ABOUT US

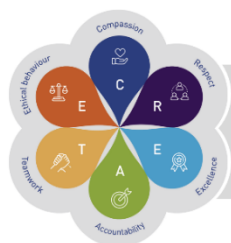
Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also 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](#)