



POSITION DESCRIPTION

Position Title	Executive Assistant
Position Details	
Reporting to	CEO
Liases with internally	All staff.
Liases with externally	Other Aboriginal Agencies and Non-Aboriginal Services/Agencies who have similar systems and processes. Government and Non-Government funding Agencies and Professional Bodies with areas of expertise relevant to Systems and Processes. Accreditation Agencies, Legal and HR Consultants. SCMSAC Workers Compensation Insurer, EAP, fleet management service, and other community services in the Shoalhaven area
Direct reports	Any Administrative and/or Project Staff assigned to report to the position.
Purpose of the Position	<p>This position contributes to the achievement of organisational objectives.</p> <p>The Executive Assistant is responsible for providing executive level support to the Chief Executive Officer (CEO) and areas as delegated by the CEO, specific assistance will be given to the Child and Family Services section. The Executive Assistant performs a full range of administrative and operational support functions with a strong emphasis on effective communication with internal and external stakeholders.</p>
Selection Criteria	
Essential Criteria	<ul style="list-style-type: none"> • Relevant tertiary qualifications in Business Administration, Commerce/Finance, Community services or a related field and/or equivalent experience. • Understanding of business processes and management. • Ability to review, prioritise and respond to emails, answer and return phone calls, organise documents, maintain records, take notes at meetings and any carry out other administrative tasks. • Understanding and skilled practical application of computer-based technologies including all Office 365 applications and data management systems. • The ability to effectively communicate and liaise with both internal and external stakeholders. • Courteous, with high level of professionalism, confidentiality and discretion. • Highly developed organisational skills and capacity to prioritise competing demands. • A commitment to the philosophy and values of SCMSAC. • Current Working with Children Check, Working with Vulnerable People Registration and National Police History Check. • Current Drivers Licence.
Desirable Criteria	<ul style="list-style-type: none"> • Aboriginality*.

Behaviours Required		Organisational Values
<ol style="list-style-type: none"> 1 Innovative and strategic thinking 2 Customer focus 3 Solutions driven 4 Honesty and Integrity 5 Self-motivated 6 Good organisation/time management 		<ol style="list-style-type: none"> 1 Respect 2 Cultural safety 3 Integrity 4 Accountability 5 Community focus 6 Collaboration 7 Continuous quality improvement 8 Sustainability
Key Performance Indicators (KPI's)	Day to day / General	<ul style="list-style-type: none"> • Provide high level administrative support to the Chief Executive Officer and Board Members as directed by the CEO, including but not limited to, diary management, travel arrangements, assessment of urgent requests, secretarial support for Board meetings and CEO activities, and maintaining timely and effective internal and external communication via email management. Attend and minute relevant meetings. • Assist CEO in ensuring funding agreements and contractual requirements are negotiated & met in a timely manner. • Prepare board reports monthly for the CEO. • Escalate any significant financial discrepancies to the CEO or delegate on the same business day. • Provide a professional first point of contact for all enquires, coordination of requests for internal and external stakeholders and manage access to the Chief Executive Officer including screening visitors, staff and telephone calls. • Prepare reports and documentation for the Chief Executive Officer, Child and Family Services and the Board through research and analytical skills. • Coordinate meetings through the preparation of meeting agendas, confidential minute taking, distribution of such documentation and coordination of follow up action. • Maintain systems for recording and storing data including creation, filing, archiving, and maintain file naming conventions for both electronic and hard copy files. • Maintain registers and oversee related procedures. • Coordinate project based work where required.

		<ul style="list-style-type: none"> • In accordance with Continuous Quality Improvement (CQI) principals and legislative requirements, assist and support the development, implementation, review and improvement of organisational policies, procedures, practices and regulatory compliance. • Participate in team, section and all staff meetings and provide reports where required. • Undertake relevant training as required. • Understanding of and capacity to implement EEO, WH&S, ethical practice and principles of a culturally diverse society. • Comply with all SCMSAC Policies and Procedures. • Other duties as reasonably directed by the CEO or delegate
	Communication	<ul style="list-style-type: none"> • Effectively communicate in a positive and articulate manner. • Demonstrate a high level of professionalism and excellence in customer service with a respectful attitude towards ALL staff, clients, families, and community.
	Information Technology	<ul style="list-style-type: none"> • Actively participate in the implementation of any new /updated IT systems and services.
	Innovation & Improvement	<ul style="list-style-type: none"> • Assist in identifying and implementing more efficient and effective processes and procedures in collaboration with manager. • Assist in developing Standard Operating Procedures for all critical functions to ensure business continuity in emergency situations,
	Workplace Health & Safety	<ul style="list-style-type: none"> • Received two TGA-approved Covid-19 vaccinations. This is an inherent requirement of this role. • The employee must receive TGA-approved Covid-19 vaccination 'booster shots' as required. • Maintain competencies in regard to emergency situations, without exception. • Adhere to employee obligations under work health and safety laws. As a worker, you must take reasonable care of yourself and not do anything that would affect the health and safety of others at work. • Ensure that all reasonable steps are taken to protect personal safety at work. • Comply with relevant PPE requirements. • Adhere to WHS legal obligations as outlined in our WHS Policies/Procedures.

*Aboriginality - Aboriginality is a genuine occupational requirement and racial discrimination is a prohibition as outlined under Section 8(1) of the Racial Discrimination Act 1975.

TASKS AND RESPONSIBILITIES

For the workplace

- Adhere to human resources policies including anti-discrimination, harassment and victimisation policies.
- Adhere to workplace health and safety policies and proactively contribute to maintaining a safe and clean work environment.
- Display a positive attitude and be an active member of the team.
- Operate under and observe all South Coast Medical Service Aboriginal Corporation Policies and Procedures.
- Participate in the development of policies and procedures, as appropriate.
- Attend and participate in all staff meetings and training/educational sessions as requested.
- Treat others with respect.
- Follow reasonable direction provided by your manager.

For the job

- Provide strong and consistent leadership to staff where required.
- Proactively plan in advance all activities, where practicable.
- Participate in decision making on SCMSAC Operational matters as required.
- Ensure staff are supervised and supported in accordance with our Policies and Procedures where required.
- Assist in the development and implementation of data collection and reporting systems.
- Participate in Team/Section/All of Staff meetings and provide reports as and when required.
- Assist in the development and management of partnerships with partnering agencies.
- Participate in all quality assurance activities.

Specific (KPI's)

- Structured and Scheduled Meetings occur for each aspect of work as well as specific meetings such as Board, Child and Family Services and Clinical Governance.
- Review, prioritise and respond to emails, answer and return phone calls, organise documents, maintain records, take notes at meetings and any carry out other administrative tasks.
- All Staff in direct report receive regular Support and Supervision.
- Assist CEO and Child and Family Services section with all manner of administration and support.
- Review all information for the CEO in order to provide summaries on matters.
- Ensure staff are supervised and supported in accordance with our Policies and Procedures.
- Review and merge Executive reports for the CEO.
- Organise attend and minute meetings and provide reports and/or action lists as and when required.
- Participate in all quality assurance activities.

I hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities, and values of SCMSAC as outlined in this document

Name _____

Date _____