



POSITION DESCRIPTION

POSITION DETAILS

Position Title:	Executive Assistant		
Agreement:	Hobart District Nursing Service Inc. Non Nursing Agreement 2020		
Approved By:	Interim Chief Executive Officer	Approved Date:	22 nd October 2021

THE DISTRICT NURSES PURPOSE AND VALUES

Purpose

- Committed to care
- Tasmania’s most trusted community healthcare provider

The following values guide the day-to-day operations and future planning of The District Nurses;

- **Commitment** – We are committed to inclusive service provision that ensures equitable access and quality outcomes for all.
- **Equality** – We respect the rights of all.
- **Trust** – We are recognised for our reliability and the highest standards of care.
- **Versatility** – We are responsive to our customers’ needs, rights, and choices.
- **Excellence** – We strive to perform to the highest standards and deliver the best services
- **Transparency** – We are always open to scrutiny and are professional, safe, ethical, and honest.

POSITION OBJECTIVE

The Executive Assistant (EA) provides a high level of professional administrative support to the Chief Executive Officer (CEO) to ensure excellence in customer experience and service delivery across the organisation.

The EA ensures the CEO is prepared and informed on relevant matters in a timely manner. This includes researching, preparing, and ensuring responses to telephone calls and correspondence are responded to within specific timeframes and proactively managing the CEO’s diary. In providing this support the position exercises a high degree of communication competence, initiative, discretion, and confidentiality.

POSITION RESPONSIBILITIES

Key Work Activities	Work Performance Requirements
Diary Management	<ul style="list-style-type: none"> • Maintain and coordinate an effective calendar, ensuring the CEO’s competing demands are effectively managed.
Administrative Support	<ul style="list-style-type: none"> • Provide quality and timely administrative support to CEO • Organise travel arrangements for the CEO and management team if required. • Proactively manage correspondence, both emails and letters received. This includes preparation of response and briefing notes as required, keeping the CEO updated.
Customer Service	<ul style="list-style-type: none"> • Demonstrated commitment to internal and external customer service, delivering the best service to our community as promised in our Customer Service Charter. • Maintain a high level of awareness of matters coming into and out of the CEO’s office to effectively respond to enquiries and exercise sound judgement on the manner of response. • Develop sound working relationships that are customer focused and responsive.

Meetings	<ul style="list-style-type: none"> • Prepare agendas, minutes, background and briefing papers of various internal and external meetings convened or attended by the CEO (or other agreed meetings). • Support the CEO in the preparation, review and approval of Committee reports. • Attend committees including but not limited to Board, Board Sub-Committees (Audit and Risk and Quality and Safety), Consumer Advisory Group, Executive and other meetings as required. • Follow up and monitor actions/matters arising at such meetings on behalf of the CEO.
Additional Duties	<ul style="list-style-type: none"> • The incumbent can expect to be allocated duties, not specifically mentioned in this position description, but within the capacity, qualifications and experience normally expected from persons occupying jobs at this classification level.

ORGANISATIONAL RELATIONSHIPS

Reports To:	Chief Executive Officer
Supervises:	Nil reports
Key Working Relationships with:	Board Members, Executive Leadership Team and Managers

QUALIFICATIONS AND COMPETENCIES

ESSENTIAL REQUIREMENTS:	<ul style="list-style-type: none"> • National Police Check
DESIRABLE REQUIREMENTS:	<ul style="list-style-type: none"> • Certificate 4 in Business Administration or equivalent, and a combination of relevant experience.

SELECTION CRITERIA

1. Demonstrated capacity to support the office of a senior executive, including the ability to prioritise, interpret and analyse information, and recommend/decide on appropriate action within a senior management environment.
2. Demonstrated analytical, organisational and investigative skills, together with the ability to think critically and solve problems.
3. Proven high level interpersonal skills with the ability to interact and liaise with staff and consumers at all levels
4. The ability to handle sensitive situations with diplomacy and confidentiality. The ability to elicit and impart information in a short timeframe.
5. Highly developed administrative and information management skills, in particular the ability to use a range of software applications (including but not limited to Microsoft Office – Excel, Word, PowerPoint).
6. Ability to manage variable workloads, adaptable and flexible.

PHYSICAL REQUIRMENTS

Applicants must successfully complete an Occupational Health Assessment prior to commencing employment at The District Nurses. Employees have an obligation to report any deviation from the assessed results during the course of their employment. Inability to functionally perform the duties as stated in this position description may result in termination of employment as you may be deemed unfit for duty.

The Functional requirements of this position include:

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual Handling – Weights above 10kg			X	
Manual Handling – Weights below 10kg			X	
Manual Handling frequency			X	
Repetitive manual work			X	
Working with arms above head				X
Lifting above shoulder height				X
Using hand tools – (powered)				X
Wearing hearing protection				X
Wearing eye protection				X
Wearing gloves (personal protective)				X
Working in wet/slippy conditions				X
Working with chemicals/solvent/detergents				X
Washing hands with soap			X	
Working in confined places				X
Performing clerical/administrative duties		X		
Working on a keyboard		X		
Driving fleet vehicles (manual and automatic)				X
Driving on suburban and rural roads, highways (sealed and unsealed roads)				X
Driving at night				X
Wearing polyester clothing				X
Exposure to animals				X
Exposure to environments whereby people have been smoking				X

EMPLOYEE DECLARATION

In signing this declaration I acknowledge that I, _____ have been advised of the requirements and conditions of this appointment based on this Position Description.

Signature

Date

MANAGER COMPLETION

Signature

Date

Name

Position