



# Position Description

<b>Position Title</b>	Executive Assistant to the Client Services Division
<b>Division / Team</b>	CEO’s Office
<b>Reports to</b>	Executive Manager Community & Public Health and Executive Manager, Primary Care and Ageing
<b>Agreement / Award</b>	Victorian Stand-Alone Community Health Services (Health & Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-2026
<b>Classification</b>	Grade 3
<b>EFT / Term</b>	As per contract of employment
<b>Work Location</b>	As per contract of employment
<b>Date Approved</b>	June 2026

**About Ballarat Community Health** Ballarat Community Health (BCH) provides a wide range of community health and wellbeing services across Ballarat and Western Victoria. We are passionate about improving the health and wellbeing of the communities we support and addressing health and social inequality. We strive for safe, effective, connected, person centred quality services, and advocate to improve systems to bring about positive outcomes for the broader community. Our work is guided by our core values. These values inform how we work with each other, the partnerships we develop, as well as how we collaborate with and support our community. At BCH we believe our people are our greatest asset. We know that developing and retaining a skilled workforce is fundamental to our success. We are committed to nurturing an inclusive, capable and diverse workforce, and creating environments where our people thrive and excel.

**Our Purpose** Creating healthy communities through the provision of accessible, affordable and quality health and wellbeing services.

**Our Leading Principles** Address health inequity and inequality  
 Improve the health and wellbeing of our community  
 Have impact and be sustainable

<b>Values</b>	<b>Respect</b> Valuing other points of view and treating people with respect	<b>Integrity</b> Acting with sincerity and honesty	<b>Courage</b> Strength in the face of challenges
	<b>Resilience</b> The ability to be strong in adversity, and bounce back with renewed hope	<b>Responsibility</b> Being reliable and accountable to others	<b>Optimism</b> Focusing on potential and abilities

**Diversity Statement** Ballarat Community Health recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural, and linguistic backgrounds, and financial status.

**Position Summary**

The Client Services Division encompasses all of BCH client services. The portfolio consists of client services operations, strategy, clinical safety, quality and risk management for all client programs. The portfolio drives services innovation, productivity and business development, leading BCH's client service agenda.

The primary role of the Executive Assistant is to provide high level administrative support to the two Executive Managers (EM) who lead the Client Services Division, the EM Community & Public Health, and the EM Primary Care and Ageing.

**Principal Areas of Responsibility**

- Provide administrative and executive support functions to the Executive Managers as required (including email and diary management)
- Manage Executive Manager meetings (including external stakeholder meetings) as required - scheduling, agendas, content, logistics, meeting follow up and actions, using discretion, judgement and managing competing priorities.
- Develop, coordinate and complete project work as delegated
- Manage research and health information requests (and associated processes) for the organisation.
- Sourcing and organising training where required.
- Provide support to nominated organisational committees as required.
- Manage and support effective and appropriate communication and information dissemination across the Client Services Division
- Coordinate Performance Development Plans (PDP) for direct reports
- Ensure the development of high-quality documents (including professional presentations, intranet pages, surveys)
- Backfill Executive and Board support functions within the CEO Office when required
- Flexible duties as required within the context of an administrative support officer
- Create and maintain Intranet pages for applicable subject areas.
- Assisting with the development of tenders, including collation of relevant documents and professional formatting to meet funder requirements.
- Liaise with external parties and partners in a professional manner, representing BCH and the Executive Manager in all communications.

**Scope**

- To follow leadership and management direction and seek advice on all matters outside usual scope of practice.
- Practice in a manner consistent with the requirements of the relevant professional registration requirements and relevant registration board
- Continuing education to keep abreast of changes

**Organisational Responsibilities**

- Be aware of and perform all duties in accordance with the organisation's stated policies and procedures
- Understand practice frameworks relating to the Multi Agency Risk Assessment and Management (MARAM) framework and Information Sharing Schemes
- Establish and maintain cooperative working relationships with staff and always ensure alignment with the BCH values
- Work within professional boundaries and relevant scope of practise at all times
- Maintain relevant professional registration
- Work cooperatively across the teams to provide a comprehensive coordinated health promotion service
- Attend approved professional development sessions and keep up to date with current developments, theories and practises in the field
- Participate in compulsory BCH training programs

- Ensure that client and staff confidentiality is respected and upheld at all times
- Attend and actively participate in meetings as required
- Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values
- Participate in performance development plans and supervision
- Participate in the organisation's continuous quality improvement programs and activities

---

### Qualification requirements

- Certificate or Diploma in Administration or equivalent is highly desirable
- 

### Key Selection Criteria

#### 1. Experience:

##### Essential

- Minimum 5+ years broad administrative experience is essential and further experience as a personal/executive assistant to senior management is desirable
- Extensive experience supporting committees and working groups. Health background (Preferred)

#### 2. Interpersonal Skills:

- Excellent interpersonal and communication skills
- Proven ability to display initiative and solve problems
- Proven ability to communicate with tact and diplomacy with a broad range of stakeholders
- Demonstrate a positive mindset and 'can do' approach to work

#### 3. Written Communication:

- High level written and verbal communication skills which are clear and concise
- Proven ability to produce accurate, timely, well-presented written correspondence, minutes and other documents

#### 4. Computer Skills:

- Strong knowledge of and ability to use the Microsoft Office Suite, including Microsoft TEAMS and SharePoint, Windows based programs and database management systems
- Strong working knowledge of file management, data integration and the application of MS documents to support EA functions

#### 5. Organisational Skills:

- Ability to prioritise workloads and conflicting tasks and manage deadlines
- Proven ability to use initiative to solve problems
- High attention to detail

#### 6. Alignment with BCH values:

- Ability to align with the BCH values in all areas of work
- 

### Conditions of Employment and other relevant information

- The successful applicant will be required to maintain a current driver's licence.
- BCH strongly supports Equal Opportunity and Access to Services, and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation.
- The successful applicant will be required to undertake a police records check. Appointment is subject to the outcome of this check.
- The successful applicant will be required to obtain and maintain a valid employment Working with Children Check whilst employed in this position.
- Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.

- BCH reserves the right to vary the location of the position according to the needs of BCH and its clients and any future changes to the BCH's areas of operation.
  - Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
  - Salary sacrifice arrangements are available to all staff subject to BCH's ongoing Fringe Benefits Tax exempt status.
-