

POSITION DESCRIPTION

Position:	Executive Assistant – Executive Leadership Team
Directorate	Chief Executive Office
Division:	Office of the CEO
Business Unit:	Executive Support
Enterprise Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025–2027
Reports to:	Allocated Executive Director



MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. From day one, MBPH has aspired to provide exceptional patient care and be a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement and positive and aligned workplace culture.

MBPH employs over 1200 staff and has 172 beds and provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and out patient care, palliative care, renal dialysis and chemotherapy service to the people of North West Victoria. The hospital also provides medical imaging and pathology services.

VISION

Contemporary Rural and Regional Health.

PURPOSE

To improve lives by delivering contemporary rural and regional health.

VALUES

All employees of the Mildura Base Public Hospital are required to uphold the HEART values of our organisation. For information on our HEART values and the expectations to uphold the values, please refer to the final page of this document.

INCLUSION

At MBPH, we firmly believe that fostering diversity, equity, and inclusion is essential to the success of our health service, our employees, our patients, and the wider community. We wholeheartedly embrace diversity and highly value the diverse experiences of individuals from all ethnicities, faiths, ages, disabilities, cultures, languages, gender identities, sexes, and sexual orientations.

We extend a warm welcome to lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) individuals, inviting them to be a part of our inclusive health service.

Aligned with our HEART Values, we are dedicated to further enhancing accessibility and promoting inclusive practices across all aspects of our workplace.

STRATEGIC OBJECTIVES

Our purpose is to improve lives by delivering contemporary rural and regional health.

Leveraging our Strengths

- A shared commitment to governance, compliance and risk
- Leverage technology to create quality outcomes and efficiencies
- Foster a continuous improvement
- Focus on Sustainability & Resilience
- Prioritise safety and wellbeing

Consistency in Service Delivery

- Enhance patient experience and trust
- Deliver a consistent and high quality service
- Allocate resources that support improved outcomes
- Deliver what we commit to
- Drive an outcome orientated service based on data and evidence

Purposeful Collaborations

- Activate partnerships to expand opportunities and achieve common goals
- Listening and connecting with Consumers and Community
- Enhance access to localised pathways through partnerships
- Commitment to the Mallee Sub-network through Health Service Reform
- Deliver care closer to home /country

Progressive Rural & Regional Health Services

- Build research capability and academic excellence
- Grow and maintain our own skilled and capable workforce
- Commitment to innovation and growth that addresses our rural and regional community requirements
- Explore alternate models of service / care for rural and regional health service
- Advocate for sustainable health services for our communities

POSITION SUMMARY

The Executive Assistant provides high-level, confidential and proactive administrative support to allocated member(s) of the Mildura Base Public Hospital Executive Leadership Team. The position enables effective Executive leadership through professional coordination of diaries, governance meetings, communications, reporting, priority actions and stakeholder relationships.

Executive Assistants operate within the approved 3.5 FTE portfolio-based Executive support model. Each Executive Assistant has an identified Executive portfolio and reporting line, with an expectation of coordinated teamwork and appropriate cross-portfolio coverage during leave and absences or periods of peak demand in relevant portfolios. Portfolio allocations are determined according to organisational requirements and are confirmed separately from this position description.

POSITION SCOPE

- Executive coordination – Manage diaries, email correspondence, meetings, travel, briefings and competing priorities for the allocated Executive Director(s).
- Governance and reporting – Coordinate committee and Executive meeting papers, agendas, minutes, action registers and follow-up activities, including contributions to Board and CEO reporting.
- Portfolio administration – Coordinate confidential correspondence, approval workflows, invoices, contracts, leave and other administrative processes where assigned and authorised.
- Executive team collaboration – Maintain portfolio accountability while sharing knowledge, standardising processes and providing planned support during leave or periods of absence.

KEY RESPONSIBILITIES AND DUTIES

1. 1. Executive administration and priority management

- Manage and prioritise complex Executive calendars, email inboxes, appointments and daily commitments, ensuring timely coordination and follow-through.
- Act as the first point of contact for allocated Executive Director(s), screening, triaging and appropriately escalating requests and correspondence.
- Prepare, proofread and coordinate professional correspondence, briefing papers, reports, presentations and other Executive documents.

- Arrange travel, accommodation, meeting facilities, catering and other logistics in accordance with MBPH procedures.

2. 2. Meetings, governance and reporting

- Coordinate governance, Executive and portfolio meetings, including preparation and distribution of agendas, papers and relevant documentation.
- Record accurate minutes, maintain decision and action registers, and follow up deadlines and outstanding commitments.
- Assist with the preparation, compilation and tracking of Board, CEO, Executive and committee reporting.
- Maintain orderly records and document control in accordance with confidentiality, privacy and records management requirements.

3. 3. Portfolio workflows and stakeholder relationships

- Liaise professionally with senior leaders, employees, government representatives, partner health services and external stakeholders.
- Coordinate portfolio administrative processes, including approval tracking, invoice and contract registers, payroll or leave submissions where relevant to the allocation and within delegated arrangements.
- Support Executive projects, key milestones, strategic and operational reporting and events as directed.
- Anticipate administrative risks, resolve routine issues and escalate significant matters to the appropriate Executive.

4. 4. Coordinated Executive support and continuous improvement

- Maintain primary accountability for the allocated portfolio while working collaboratively with the other Executive Assistants.
- Provide appropriate cross-portfolio support, agreed leave coverage and effective handovers to ensure continuity of Executive administrative functions.
- Develop and maintain effective shared administrative systems, processes and information-sharing practices.
- Demonstrate initiative, professional judgement, discretion and commitment to MBPH HEART values in all interactions.

KEY ACCOUNTABILITY INTERFACES

- Allocated Executive Director(s) – Accountable for day-to-day priorities, delivery of Executive administrative services, escalation and confidential management of information.
- Executive Assistant colleagues – Collaborate on shared processes, cross-coverage, leave handovers and continuity of support, without replacing primary portfolio responsibility.
- CEO Office and Executive portfolios – Coordinate communications, governance reporting and operational requests through the relevant Executive and organisational delegations.

GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital employee you have a responsibility to participate in and commit to ongoing **quality improvement** activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

KEY SELECTION CRITERIA

Qualifications and experience

- Demonstrated experience providing high-level executive or senior administrative support in a complex organisation, ideally supporting senior leaders or multiple stakeholders.
- Qualifications in business administration, management or a relevant discipline are desirable; equivalent demonstrated experience will be considered.
- Experience within a healthcare, government or other highly regulated environment is highly desirable.

Professional and technical capabilities

- Highly developed organisation and prioritisation skills, with the ability to manage complex diaries, competing deadlines and changing Executive requirements.
- Excellent written and verbal communication skills, including accurate preparation of correspondence, minutes, agendas, reports and briefings.
- Advanced proficiency with Microsoft 365, including Outlook, Word, Excel, PowerPoint and Teams, and the ability to learn relevant corporate systems.
- Demonstrated ability to exercise discretion and sound judgement in the management of confidential, sensitive and complex information.
- Strong relationship and stakeholder management skills, with the ability to work effectively with Executives, managers, staff and external parties.

Personal qualities and ways of working

- Initiative and independence – Anticipates needs, responds appropriately to emerging priorities and follows tasks through to completion.
- Accountability and attention to detail – Produces accurate, timely and high-quality work and maintains dependable administrative systems.
- Collaboration – Works effectively within a portfolio-based Executive Assistant team, provides appropriate cross-coverage and supports colleagues.
- Professionalism and integrity – Demonstrates confidentiality, tact, respect, resilience and commitment to MBPH HEART values.

MANDATORY REQUIREMENTS

National Police Record Check

A current and satisfactory National Police Record Check must be completed prior to commencement in accordance with MBPH pre-employment screening requirements.

Working with Children Check

MBPH is committed to providing a child safe environment. A Working with Children Check is required where the assigned duties are identified as child-related work or where required by MBPH policy.

Immunisation Requirements

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

Drivers Licence

A current driver's licence may be required where travel forms part of the allocated portfolio responsibilities.

All Mildura Base Public Hospital sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Mildura Base Public Hospital's discretion and activities may be added, removed or amended at any time.

ACKNOWLEDGEMENT BY EMPLOYEE

I acknowledge having received and read the content of this position description (including but not limited to aspects of the role contained within) and understand the requirements of the position.

Employee Name: _____

Employee Signature: _____

Date: _____



Happy WE ARE POSITIVE

As an organisation

We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best



Empathetic WE ARE CARING

As an organisation

We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care



Accountable WE ARE COMMITTED

As an organisation

We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



Respectful WE ARE OPEN TO OTHERS

As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/ age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



Team-based WE ARE ONE TEAM

As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

LANGUAGE WE USE

"I choose..."
"I care..."
"I prefer..."
"I will..."
"I can..."
"Is there a better way to do this?"

"Can we explore that more so I can understand it better?"
"We will...us...we can..."

LANGUAGE WE DON'T USE

"I have to..."
"I must..."
"If only..."
"Ah well, that is because of XYZ..."
"Our processes do not let us do it"

"Things have always been done this way"
"Them and us"

THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome

