**Role Description**

|  |  |  |  |
| --- | --- | --- | --- |
| **Job ad reference** | MI572300 | **Closing date** | Monday 1/07/2024 |
| **Role title** | Executive Business Support Officer | **Classification** | AO4 |
| **Status** | Permanent Full-Time | **Salary** | $3380.20 - $3,724.00 per fortnight |
| **Unit/Branch** | Office of the Health Service Chief Executive Executive Support Services | **Contact name** | Elizabeth Lee |
| **Division/Hospital** | North West Hospital and  Health Service (NWHHS) | **Contact number** | 07 4744 4469 |
| **Location** | Mount Isa  *Service delivery may require this role to work across other locations within the NWHHS.* | | |

**Your opportunity**

* Under limited direction, provide high level professional assistance and confidential administrative support to ensure the effective and efficient business undertakings for executive members in the Office of the Health Service Chief Executive.
* Promote and apply administrative policies and practices and recommend change and revision to enhance efficiency and the quality of service delivery.
* To be part of a team that actively contributes to patient safety by following policies, procedures and protocols of the North West Hospital and Health Service.
* To support continued improvement of health services by always participating in quality improvement opportunities.
* To excel in patient safety by active contribution to a framework of sound clinical governance.

**Your role**

* Work with staff within the Office of the Health Service Chief Executive, utilising discretion in the absence of decision makers in resolution of conflict, meeting deadlines and establishing work priorities.
* Develop, monitor, and implement reporting templates and information processing systems and procedures to ensure optimum administrative support services for the Office of the Health Service Chief Executive.
* Collate and analyse quality activities & documents and maintain effective reporting/recording systems within the unit.
* Develop, organise, set up and manage office systems and structures for executive members of the Office of the Health Service Chief Executive.
* Participate in the development, implementation, review and maintenance of internal systems, processes, and work practices.
* Provide Support and assistance to executive leadership team members as required.
* Prepare and distribute agendas for meetings, maintain an accurate action directory, book conference rooms, facilities and equipment and take accurate minutes during meetings.
* Provide a positive role model and demonstrate understanding and consideration for team members.
* Project a positive image for the NWHHS and respect its high professional and ethical standards.
* Undertaken other duties/projects as assigned by the Board Secretary and/or members of the Executive Leadership Team.
* Actively participate in a working environment supporting quality human resource management practices including employment equity, anti-discrimination, workplace health and safety and ethical behaviour.
* Follow defined service quality standards, occupational health and safety policies and procedures relating to the work being undertaken in order to ensure high quality, safe services and workplaces.
* Keep People Safe: Comply with reasonable Work Health and Safety instruction and cooperate with reasonable policy and procedures, including the Duties of Workers, Section 28, Work Health and Safety Act 2011 (QLD).
* Effectively engage with people and communities from Aboriginal and Torres Strait Islander and cultural and linguistically diverse backgrounds.
* Deliver culturally responsive and safe care in line with the *Queensland Health Aboriginal and Torres Strait Islander Cultural Capability Framework 2010-2033* and *Queensland Health Workforce Diversity and Inclusion Strategy 2017-2022.*

**Your employer – North West Hospital and Health Service**

The North West Hospital and Health Services (NWHHS) is responsible for the public sector health services in the North West region. The NWHHS covers an area of approximately 300,000 square kilometres and services many of the remote communities within North Western Queensland and the Gulf of Carpentaria.

The Health Service is responsible for the promotion and wellbeing of people within the service area and ensuring that health services are of a high quality, accessible to all and effective.

Other NWHHS Centres are:

| **Hospitals:** | **Primary Health Facilities:** | **Community Services:** | **Multipurpose Health Service:** |
| --- | --- | --- | --- |
| Doomadgee | Burketown | Cloncurry | Cloncurry |
| Mornington Island | Camooweal | Doomadgee | McKinlay Shire |
| Mount Isa | Dajarra | McKinlay Clinic |  |
| Normanton  Normanton | Karumba | Mornington Island |  |
|  |  | Mount Isa |  |
|  |  | Normanton |  |
|  |  |  |  |

**North West Hospital and Health Service Vision and Values**

The North West Hospital and Health Service is responsible for providing high quality hospital and healthcare to the communities of North West Queensland.  We embrace the need for change and make it work efficiently for the people of our region and our staff.  The efficient delivery of our core hospital and health business services is guided by the North West Hospital and Health Service mission:

*To be Queensland’s leading Hospital and Health Service delivering excellence in remote healthcare to our patients.*

Our Values:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Innovation** | **Respect** | **Engagement** | **Accountability** | **Caring** | **Honesty** |
| We make things happen | We listen and learn from each other | We work together to involve our communities | We own our actions and behaviours | We treat people with kindness and look after each other | We are true to ourselves and others |

**Mandatory qualifications/Professional registration/Other requirements**

* Nil qualifications required.

**How you will be assessed?**

You will be assessed on your ability to demonstrate the following key capabilities, knowledge and experience. Within the context of the responsibilities described above under ‘Your Role’, the ideal applicant will be someone who can demonstrate the following:

* Demonstrated experience proving high level confidential, executive administrative support including the ability to produce high quality documents with a high degree of accuracy.
* Ability to establish work priorities appropriate to meeting deadlines and commitments.
* Strong written and verbal communication; demonstrating the ability to communicate effectively with sensitive issues, with officers at all levels with integrity, tact, ethical conduct, confidentiality and ensuring client interest.
* High level interpersonal skills including the ability to manage the flow of people and business, liaise and consult with internal and external clients regarding sensitive and confidential matters, and maintain effective working relationships in a high-pressure environment.
* Demonstrated ability to analyse issues, establish a course of action and adopt a pro-active attitude with minimum direction, whilst delivering work that is of a high quality, validity and accuracy to achieve team outcomes.
* Demonstrated ability to self-motivate and work cooperatively, effectively and collaboratively within a team environment; with the aptitude to work autonomously and utilise discretion in the absence of decision makers; and to meet deadlines and establish work priorities to maximise efficiency, work output and the changing needs of the team.
* Sound Knowledge of, or the ability to acquire an understanding of human resource issues, including workplace health and safety, equal employment opportunity and anti-discrimination.

## Your application

Please provide the following information to the panel to assess your suitability:

* A short statement (maximum 2 pages) on how your experience, abilities, knowledge and personal qualities would enable you to achieve the key accountabilities and meet the technical and behavioural capabilities of the role.
* Your current CV or resume, including referees. You must seek approval prior to nominating a person as a referee. Referees should have a thorough knowledge of your work performance and conduct, and it is preferable to include your current/immediate past supervisor. By providing the names and contact details of your referee/s you consent for these people to be contacted by the selection panel. If you do not wish for a referee to be contacted, please indicate this on your CV or resume.
* Submit your application online at [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au/) by the closing date.
* Please note that hand delivered applications will not be accepted.
* Only those persons eligible to work in Australia may be employed by NWHHS. Prospective employees are required to provide proof of identity and documentary evidence of their right to work in Australia.
* Late applications cannot be submitted online. For a late application to be considered, please arrange approval and submission via the contact officer.

## Additional Information

* Applications will remain current for 12 months.
* Future vacancies of a similar and/or temporary full-time or part-time nature may also be filled through this recruitment process.
* Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services mainly to children will require a Blue Card, unless otherwise exempt.
* Employees who are permanently appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment.
* All relevant health professionals, who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.
* Applicants will be required to give a statement of their employment as a lobbyist within one (1) month of taking up the appointment. Details are available at <http://www.psc.qld.gov.au/library/document/policy/lobbyist-disclosure-policy.pdf>
* Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role. Details are available in section 571 of the *Workers’ Compensation and Rehabilitation Act 2003* (<http://www.justice.qld.gov.au/fair-and-safe-work/workers-compensation-and-rehabilitation/workers-compensation-and-rehabilitation-legislation/workers-compensation-and-rehabilitation-act-2003>).

# ORGANISATIONAL CHART:

*Office of the Health Service Chief Executive, Executive Support Services*

North West Hospital and Health Board

Health Service Chief Executive

North West Hospital and Health Service

Chief Operating Officer

Executive Business Support Officer

North West Hospital and Health Service