

# Role description

<b>Job ad reference:</b>	QLD/577040	<b>Unit/branch:</b>	Health Contact Centre
<b>Role title:</b>	Executive Assistant	<b>Location:</b>	Upper Mount Gravatt
<b>Status:</b>	Fixed term temporary full time	<b>Closing date:</b>	22 July 2024
<b>Classification:</b>	AO4	<b>Contact name:</b>	Nicola Priede
<b>Salary range:</b>	\$3,380.20 - \$3,724 per fortnight + super	<b>Phone:</b>	(07) 2100 9527

## Department of Health

The Department of Health has a diverse set of responsibilities, and a common purpose of creating better health care for Queenslanders. The department is responsible for the overall management of the public health system in Queensland. We strongly believe in the need to work with people that value the goals of our organisation and who will thrive in our workplace.

To enable this vision, the Queensland Public Sector is transforming from a focus on compliance to a values-led way of working. The following five values underpin behaviours that will support and enable better ways of working and result in better outcomes for Queenslanders.



Customers First



Ideas into action



Unleash potential



Be courageous



Empower people

## About the Health Contact Centre

The Health Contact Centre (HCC), Queensland Ambulance Service provides clinical support directly to the community and in support of Hospital and Health Services (HHS) and the Department of Health (DoH). HCC provides confidential health assessment and information services to Queenslanders 24 hours a day, 7 days a week using multi-channel delivery models. The centre is staffed by nurses, health practitioners and counsellors to ensure that consumers receive safe, quality and responsive advice.

The HCC strives to educate and empower people to make informed choices about their health and health care, promoting better health through the delivery of evidence-based clinical practice. Since its inception, the HCC has expanded to provide a wide range of services that can be accessed by the public via the phone numbers 13 HEALTH (13 43 25 84), 13 QUIT (13 7848) or online.

HCC Services include:

- General health information and details of service providers.
- Health alerts & contact tracing – such as communication during adverse events and disease outbreaks.
- Triage nursing advice – 24/7 symptom assessment, home treatment advice, referral, information & crisis intervention.
- Child health and parenting advice – parenting support and advice for providers of 0-5-year old's.
- Self-Management of Chronic Disease – evidence-based self-management for those with chronic disease.



- Immunisation programs – follow up for those overdue for immunization.
- Rapid Response Campaigns
- Waitlist Management – waitlist audits and appointment confirmations
- Quitline counselling and support – support for Queenslanders to quit smoking.
- 13 HEALTH Webtest – additional testing options for young people at risk of STIs.
- HPPTV – GP access to the Viewer opt out service.
- Way to Wellness – risk assessment and referral to lifestyle programs and services.
- Termination of Pregnancy Act - tele-triage to determine appropriate point of care.
- Intentional contamination of food – for notifications of suspected contamination of food.
- Ryan's Rule clinical Review – support patients and families to request clinical review of the patient.
- Missing Persons search – support QPS to locate missing persons that may have accessed a health service.
- YourQH Consumer Support Service – support to users of the YourQH portal

## **Purpose of the role**

- To provide high level, quality executive and administrative support to the Executive Director, the Allied Health Director and Director of Nursing, Health Contact Centre (HCC). This position also supports other senior staff and undertakes general administrative functions of the HCC, while participating as a proactive member of the business services team.
- The Executive Assistant reports to the Business Manager.

## **Your key responsibilities**

To fulfil the responsibilities of this role in accordance with the Queensland Public Service values (QPS) along with the following accountabilities:

- Adhere to defined service quality standards, health and safety policies and procedures relating to the work being undertaken to ensure high quality, safe services and workplaces.
- Provide high level executive support to the Executive Director, the Allied Health Director, and Director of Nursing to maintain a professional and responsive service by:
  - Screening telephone calls and monitoring emails (alerting executives on urgent requests);
  - Adopting an effective tracking system to ensure responses to executive correspondence and other requests are delivered within required timeframes and using Content Manager (eDRMS) for correspondence.
  - Being across the workload priorities of the Executive Director, Allied Health Director and Director of Nursing, and managing diaries to optimise the use of their time;
  - Preparing correspondence including briefs and memorandums;
  - Applying professional communication skills to manage sensitive issues while maintaining confidentiality;
  - Working autonomously, using discretion, initiative and exercising judgement in the absence of the executives to resolve issues, meet deadlines and establish work priorities.
- Communicate professionally and effectively (both verbally and in writing) to facilitate interaction between the Executive Director, Allied Health Director, and Director of Nursing and a broad range of stakeholders including executives and senior officers across Queensland Health and other government agencies.
- Provide secretariat services to a range of committees chaired by the executives including preparing agendas, minuting and co-ordinating completion of actions arising.
- Deliver effective administration services as part of the business services team by being adaptable and building and maintaining cooperative relationships.
- Ensure the quality of data retrieved from systems through attention to detail and maintaining an in-

depth knowledge of Health Contact Centre services and technology.

## Key competencies/suitability (role specific criteria and personal qualities)

You will be assessed on your ability to demonstrate the following:

- Ability to provide high level professional, confidential secretarial and administrative support to senior executives.
- Well-developed organisational skills, with the ability to work autonomously and use initiative to manage and prioritise workloads to meet competing deadlines.
- High level skills in administrative support systems including customer service, records management, and diary management.
- Proficiency in contemporary computerised systems such as Microsoft Office Word, Excel, PowerPoint, eDRMS and email.
- Well-developed interpersonal and communication skills including writing skills.
- Ability to build effective team relationships with a willingness to assist others.

## Qualifications, registrations and other requirements

- There are no mandatory qualifications for this role.
- It may be a condition of employment for this role for the employee to be, and remain, vaccinated against one or more of the following vaccine preventable diseases during their employment ([Health Employment Directive No. 01/16](#)): measles, mumps, rubella (MMR), varicella (chicken pox), pertussis (whooping cough), hepatitis B, tuberculosis
- Please detail any visa conditions you may have if you are not a permanent resident of Australia.
- We understand that some people may require adjustments to the workplace or the way the work is performed. All applicants are encouraged to advise the panel of any support or reasonable adjustments (i.e. building access, wheelchair access, interpreting services etc.) that may be required.
- Further information regarding Queensland Health and the benefits of the role can be found in the Information for Applicant booklet

## Additional Information

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

- Your **resume**, including the names and contact details of two referees who have a thorough knowledge of your capabilities, work performance and conduct within the previous two years, and it is preferable to include your current, immediate or past supervisor.
- A **short statement (maximum two pages)** that gives details of your skills, experience and knowledge as required on the role description under the heading 'key competencies (role specific criteria)'.

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# Organisational Chart

