

Position Description	
Title	Executive Assistant / Employee Services Coordinator
Qualifications and Requirements	<p>Essential:</p> <ul style="list-style-type: none"> • At least 2 years' experience in a broad administration role. • Proven experience and high-level competency in Microsoft Office Suite programs including Teams, SharePoint, Word, Excel and experience navigating other various business software systems. • High attention to detail and strategic thinking when collating data, analysing information, solving problems and delivering reports. • A strong sense of integrity and work pride. Warm and engaging manner towards customers. • A positive and proactive attitude to projects with a proven ability to work within tight deadlines and prioritise multiple completing tasks effectively. • A strong focus on customer service and satisfaction. <p>All successful applicants will need a current driver's licence and are required to undergo a successful Police background check for suitability to work in Aged Care.</p> <p>Recommended</p> <ul style="list-style-type: none"> • Certificate or qualification in business administration, accounts, or human resources. • Ideally some experience in a Health or Aged care workplace. • Experience in formal reporting process and using Government reporting portals. • Experience in interpreting Awards, HR policies and EBAs. • Well-developed verbal and written communication skills, confidence in speaking at meetings of large groups of people and strong customer service skills.
Salary and Conditions	This is a full time, 8 am to 4 pm, 5 day a week role, paid as a WSG 11 under our EBA. Hourly rate plus super is reviewed annually, terms and conditions as applicable in the Village Baxter Enterprise Agreement and the letter of appointment.
Key Responsibilities	<p>Executive Administration Services</p> <ul style="list-style-type: none"> • coordinating data collection & reporting processes, communications, projects and meetings for the CEO so she is well prepared for projects, meetings and events. • collecting data and information from Departmental Managers and creating monthly reports for the CEO and Departmental Managers covering various key performance indicators. • capturing our corporate memory through updating, enhancing and unifying our files, manuals, policies and processes. • Administration support for the Workplace health and Safety Committee. • Coordinating Industry, Village and Staff Functions. • Coordinating the STEPS (Safety, Training, Engagement, Pathways and Support) program • Other general duties as requested. <p>Employee Services</p> <ul style="list-style-type: none"> • coordinating our employment related communications, SharePoint site, information and the careers section of the website. • supporting the payroll team and Departmental Managers with coordinating our employee services including recruitment, interview scheduling, onboarding, education, training, feedback, police /registration / worker checks, support programs, work cover claims and return to work programs and the employee exit process. • Monitoring the Aged Care worker banning orders register. • supporting our payroll team and Managers with employee classification selection

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	<p>and review under our Awards and Enterprise Agreement.</p> <ul style="list-style-type: none"> • coordinating our employee wellbeing program. • Other general duties as requested.
	<p>Professional Conduct</p> <ul style="list-style-type: none"> • Maintaining exceptionally high standards of confidentiality in accordance with Privacy Laws and health care based workplace expectations. • A high standard of personal appearance and conduct is expected of every employee, that is: clean, neat, tidy, punctual, and respectful language and manner towards residents, visitors and to each other. • All information learnt, recorded, and obtained in this role belongs to the Village Baxter and is strictly governed by privacy and health information security Laws. This information is not permitted to be used outside of Village Baxter, including for personal purposes or in other work settings. Breaches of this policy may result in disciplinary action for serious misconduct. • Accepting personal gifts including favours, personal support, loans, money, personal items, furniture, jewellery, etc is not permitted and is both a breach of Village Baxter Policy, the Aged Care Code of Conduct and also APHRA rules for Nurses. Breaches of this policy may result in disciplinary action for serious misconduct. • A flexible and enthusiastic attitude toward undertaking a variety of tasks and demonstrated commitment to ongoing quality, with a team approach is expected. <p>Occupational Health & Safety</p> <ul style="list-style-type: none"> • Participates in the risk management program and contributes to a clean, safe work environment to ensure safety of residents/visitors, other staff and self. • Ensures staff are trained in the safe completion of tasks required of them. • Reports immediately, any equipment or situation, which is hazardous, or has the potential to be a safety issue. • Participates in problem solving processes to resolve OH&S issues. • Dresses in accordance with the Village Baxter Uniform policy.
<p>Reporting structure & Requirements</p>	<ul style="list-style-type: none"> • Reports directly to the Chief Executive Officer
<p>Responsible For</p>	<ul style="list-style-type: none"> • Coordination of Employee Services • Executive Administration Services
<p>Education, training and registration</p>	<p>Personal Responsibility</p> <ul style="list-style-type: none"> • Maintaining the professional development obligations as related to relevant qualifications • Police check that provides satisfactory assessment of capacity to work in aged care • Annual Covid and seasonal flu vaccination <p>Mandatory training provided by the Village</p> <ul style="list-style-type: none"> • Emergency Procedures • Manual Handling • Satisfactory completion of education as required by Staff Education Policy <p>Recommended</p> <ul style="list-style-type: none"> • CPR and First Aid • Infection Control • Attendance at training and education session to enable skills and knowledge to be developed.
<p>Performance Appraisal</p>	<p>At 6 months, then annually by the CEO or delegate or as required.</p>

Performance Criteria	
1. Professional Responsibility <ul style="list-style-type: none"> Provides competent service in accordance with the organisation's documented policies and procedures, legislative requirements as relevant to role. Provides reports to the CEO and Department Managers containing key performance criteria and legislative compliance information as scheduled. The upholding of policies, practices and philosophies of the Village Baxter. A high standard of personal appearance and conduct is expected of every employee, that is: clean, neat, tidy, punctual and respectful language and manner towards residents, visitors and to each other. At NO TIME must information relating to Resident/Family or Staff member be discussed with anyone other than the relevant Staff member/care professional providing care/service. A flexible and enthusiastic attitude toward undertaking a variety of tasks and demonstrated commitment to ongoing quality, with a professional team approach is expected. Respond to all matters raised by the CEO or Department Managers in a timely and efficient manner. 	Monitoring Processes <ul style="list-style-type: none"> Staff surveys Resident surveys Annual performance appraisal Quality Results Complaints Legislative compliance Accreditation Compliance
2. Resident Care <ul style="list-style-type: none"> To be familiar with, and adhere to, documentation requirements consistent with Government standards. Demonstrate commitment to continuous improvement processes by completing an Improvement Form where there is an identified need to improve. Other duties as required. 	Monitoring Processes <ul style="list-style-type: none"> Annual performance appraisal Quality Results Complaints
3. Equipment and Facilities <ul style="list-style-type: none"> To have a working knowledge of all equipment used in Administration and Office work. Secures and reports faulty equipment immediately to the appropriate service person and makes requests for equipment replacement to the Chief executive Officer. 	Monitoring Processes <ul style="list-style-type: none"> Annual performance appraisal
4. Staff Direction and Management <ul style="list-style-type: none"> Support and Mentor new staff Obey the lawful direction of the Chief Executive Officer. Complete Annual Staff appraisals and performance appraisals. Planning appropriate leave coverage in conjunction with payroll staff. Effective coordination of employee services. 	Monitoring Processes <ul style="list-style-type: none"> Annual performance appraisal Audits Staff Surveys
5. Workplace Health and Safety <ul style="list-style-type: none"> Administration support for the Workplace Health & Safety Committee Participation in the risk management program and contribution to a clean, safe work environment to ensure safety of residents/visitors, other staff and self. To reports immediately, any equipment or situation, which is hazardous, or has the potential to be a safety issue or to receive such reports from other staff and to then assess the degree of risk and develop appropriate strategies for risk minimisation. To participate in problem solving processes to resolve WH&S issues. 	Monitoring Processes <ul style="list-style-type: none"> Annual performance appraisal Improvement forms WH&S meeting minutes

6. Quality Improvement	Monitoring Processes
<ul style="list-style-type: none"> • Completes a Feedback Form when there is an identified need to improve. • Actively participates and contributes to Quality Activities which promote quality improvement to care/service provided, such as, completion of Improvement Forms, staff meetings, working parties, ongoing education, internal assessment and review of procedures, evaluation of new products and equipment. • Through the Maintenance Manager, oversees and coordinates the safe induction and ongoing management of subcontractors. 	<ul style="list-style-type: none"> • Annual performance appraisal • Improvement forms • Attendance records
7. Education, Skills and Training	Monitoring Processes
<ul style="list-style-type: none"> • Attendance at own compulsory education and training sessions. • Establishes and provides compulsory education for Rosebud Staff. • Satisfactory completion of staff competencies and skills audits. • The updating of knowledge and skills in order that current best practice is provided. 	<ul style="list-style-type: none"> • Annual performance appraisal • Attendance records

Physical and Mental Requirements include, but are not limited to:

Twisting of the back or neck	Lifting weights more than 5 kilos
Bending of the back / knees / neck	Reaching above shoulder height
Reaching over and around things	Pushing objects more than 5 kg with wheels (e.g., Medical Trolley)
Pushing objects more than 5kg without wheels (e.g., Chair in)	Sitting for long periods
Standing for long periods	Typing for long periods
Dealing with unpredictable situations	Dealing with high pressure situations
Dealing with difficult and challenging behaviors	Dealing with aggressive staff, residents and families
Working as part of a close team	Maintaining a calm demeanor when dealing with distressed/difficult people
Operating machinery and equipment	Managing in emergency medical situations
Driving between Villages and Services	Time management skills
Managing conflict situations confidently	Clear thinking and decision making in high pressure situations
Prioritizing skills	Watching computer screen for extended periods
Reading for extended periods	Working in air-conditioned room for extended periods
Reaching above shoulder height to place items on shelves	Using kitchen appliances including a boiling water urn
Speaking on telephones for prolonged periods	Taking notes / typing while speaking on the telephone