

POSITION DESCRIPTION

Position Title:	Divisional Director Assistant
Business Unit/Division:	Health Information Services/Office of CFO
Award Agreement:	Victorian Public Health Sector - Health and Allied Services, Managers and Administrative Workers Single Interest Enterprise Agreement
Classification:	HS3
Employment Type:	Permanent Full-Time
Reports to:	Divisional Director/s & or Director of portfolio aligned to Professional reporting lines to HIS Manager Emergency Services
Date Prepared/Updated:	August 2025

General Role Statement:

The Divisional Director Assistant is responsible for providing administrative support to nominated portfolios within the Clinical Operations Office as well as secretariat support to a number of Northern Health Committees and general assistance within the Clinical Operations Administration Team.

ORGANISATIONAL OVERVIEW

Introduction

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Centre
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

ROLE STATEMENT

The Divisional Director Assistant is required to provide administrative support to nominated portfolios within the Clinical Operations Office. The role encompasses effective coordination of the day-to-day administration of the aligned portfolios, including assisting in divisional planning, minuting committee meetings, determining work priorities and meeting deadlines, as well as, exercising self-direction and flexibility.

Divisional Personal Assistants will work collaboratively within the Clinical Operations Team to support coverage in periods of planned and unplanned leave and meal breaks to ensure internal and external stakeholders are supported between business hours.

All employees:

Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Leadership

- Perform administrative duties as delegated and directed by Divisional Director/nominated portfolio lead to a high standard.
- Handle all enquiries initially directed to the office of the nominated portfolios, in a mature, courteous and polite manner. This includes handling telephone calls, email and mail.
- Build excellent working relationships with the immediate portfolios, and all stakeholders; and complete work tasks assigned by the portfolios.
- Precise diary management including exercising discretion in determining and juggling appointments and priorities.
- Use own initiative and good judgement in relation to prioritisation of demands, demonstrating prompt attention and sense of action relating to urgent matters.

- Respond to a diverse range of complex and sensitive issues and competing priorities. Analyse situations and information clearly; accurately communicate this and make recommendations as required.
- Manage and facilitate accurate and timely communications with key stakeholders (internal and external).
- Provide committee meeting secretariat support, including collation of and distribution of meeting agenda and papers, coordination of presentations, and minuting of the meetings.
- Timely processing of fortnightly timesheets and invoices (owner for senior medical team work schedules).
- Manage updates to leave and on-call rosters.
- Oversee mortality audit tasks and monthly newsletter coordination.
- Manage CME credentialing approvals and Success Factors requests.
- Compliance reporting (online learning and performance reviews).
- Ensuring coverage of Clinical Operations Office, working within wider team of Divisional Director / Director Assistants
- Other duties required as part of the wider Clinical Operations Office team and as directed by the
- HIS Manager Emergency Services.

Strategic and Project Management Leadership

- Some involvement supporting and running small projects on behalf of the Divisional Directors as required.
- Be an active member of the Clinical Operations Office administration team, actively engaged in all aspects of the job, with a strong sense of teamwork, collaboration and ownership.
- Work collaboratively within the Clinical Operations Team to support coverage in periods of planned and unplanned leave and meal breaks to ensure internal and external stakeholders are supported between business hours.
- Coordinate a shared approach with the Divisional Director / Director Assistants to ensure the Clinical Operations Office area is stocked at all times with required stationary, kitchen and PPE supplies and all areas are kept neat and tidy.
- Build strong rapport with stakeholders within immediate teams and more broadly across the organisation and cross-campus, in ways that are respectful and inclusive of others; with an excellent sense of energy, drive and passion.
- Lead by example, offer to assist with tasks outside of immediate portfolio as the need arises.

Organisation-Wide Contribution

- Apply excellent time management skills and prioritisation to ensuring the efficient running of the offices and work tasks of the nominated portfolios.
- Present information in a clear and structured way and communicate concisely and effectively, ensuring accuracy of key messages.
- Apply basic quality-control processes to all work performed in the role, to ensure seamless flow-through to appropriate channels.
- Contribute to collating presentations, documents and reports, to assist the efficiency of the nominated portfolios.
- Effectively utilise records, information and knowledge management functions and systems.

Diversity and Inclusion

- Acknowledge and respect diverse cultures, backgrounds, experiences, perspectives, values and beliefs.

Innovation and Culture Change

- Commit to the principles of Person-Centred Care and to embedding these principles in all elements of service provision.

- Exhibit customer service behaviours in all interactions with internal and external customers.
- Work with consumers to improve the safety and quality of services.
- Support achievement of Northern Health's Cultural Responsiveness Plan

SELECTION CRITERIA

Qualifications, Registrations and Qualities

Essential

- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.

Experience

- 3-4 years' experience in an administrative role, ideally within the public health or community health sector.

Knowledge, Skills and Behaviours

- Excellent interpersonal communications skills with the confidence to build relationships and effectively communicate and negotiate with a diverse range of stakeholders at all levels.
- Demonstrate that they can work within a small team of other Divisional Director / Director Assistants, supporting one another.
- Demonstrated capacity to exercise sound judgement, diplomacy and discretion with a proven ability to handle sensitive or confidential information.
- Proven ability to problem- solve and "think outside the box".
- Strong written and oral communication skills as demonstrated through the delivery of a diverse array of business documents.
- Proven administration and organisational skills, including the ability to multi-task, prioritise and schedule work to meet deadlines in a busy environment.
- High level of attention to detail; excellent professionalism, confidentiality and discretion.
- Versatility, flexibility and enthusiasm with a high level of initiative and approachability.
- Ability to work independently and as part of a team.
- Excellent minute taking and meeting secretariat experience.

Employee Declaration

I have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: