

POSITION DESCRIPTION

POSITION TITLE:	Executive Assistant to Director of Clinical Services
ORGANISATION DIVISION:	Clinical Services
EMPLOYMENT TYPE:	Part time (0.6)
WORK LOCATION:	Carlton
RESPONSIBLE TO:	Director of Clinical Services
OTHER BENEFITS:	Salary Packaging
DATE LAST REVIEW:	February 2020
APPROVED BY:	Director of Clinical Services

1. THE AUSTRALIAN COLLEGE OF OPTOMETRY

The Australian College of Optometry's (ACO) Vision is to achieve world leading eye health outcomes for all and its Mission is to improve the eye health and well-being of communities through innovations, partnership and leadership in:

Clinical optometry services- providing high quality public health eye care for communities in need and leading best practices;

Research- undertaking high impact internationally recognised research to improve the understanding of vision science and eye care; and

Education- providing best practice clinical learning pathways for optometrists from pre-registration through to professional practices.

The ACO's work is led by the following values and principles:

- We deeply *care* about eye health;
- Everything we do drives this *purpose*;
- Mutual *respect* guides our expectations;
- We foster excellence through *collaboration* with our patients, partners and teams;
- Our commitment to *innovation* pushes us to question and find better ways;
- We *deliver* what we promise to patients, partners and each other.

2. POSITION SUMMARY

This position is responsible for the management of the executive office of the Division of Clinical Services which includes both the Director of Clinical Services and Heads of units. In addition, this position provides efficient and high-level administrative duties and requires an advanced level of IT literacy. The incumbent is required to independently manage relevant projects and contribute to organisation-wide projects. The role has responsibility for the efficient management of the work of the clinic management team. This is a pivotal role at the ACO that requires a high level of initiative, diplomacy and excellent communication skills in dealing with all levels of staff and external parties including CEOs, government officials and community leaders.

The position also provides administrative assistance to other areas of the Australian College of Optometry

Success in this role requires a hands-on approach to duties as required and the establishment and maintenance of good working relationships across the organisation.

3. KEY RESPONSIBILITIES

The incumbent will be required to provide administrative and executive support to the Director of Clinical Services and ensure that the clinic management team is efficient and responsive to the requirements of the Director of Clinical Services. The duties also involve the provision of administrative support to the Heads of units, which may include limited support to various divisions on organisational priorities. Specific duties are likely to include:

- Management of Director of Clinical Services diary and calendar including appointments and meetings
- Managing and/or participating in projects as requested by the Director of Clinical Services/Heads of units
- Preparation of documents, contracts, reports, spreadsheets, correspondence, power point presentations and emails for approval by the Director of Clinical Services
- Coordination of arrangements, including catering for any meetings and functions for clinical services and collating relevant papers and ensuring agendas are available for attendees
- Making travel arrangements for Director of Clinical Services and clinical staff as required
- Minute taking for meetings as required
- Developing and maintaining the administrative process in the clinic
- Working with the Communications team to ensure all clinic website and intranet information is kept up-to-date
- Liaise and communicate with internal and external stakeholders, via telephone, email and face to face
- Responding to calls and using initiative in dealings with matters for the Director of Clinical services and Heads of units
- Acting as the contact point for clinic staff to follow up on any urgent matters that they have outstanding with the Director of Clinical Services or Heads of Units
- Assist in coordinating clinic meetings and papers as required
- Provide administrative support to People and Culture with clinic projects as required

- Provide ad hoc administrative support to various areas of the organisation
- Other duties as required

5. **JOB COMPLEXITY, SKILLS AND KNOWLEDGE**

This position directly reports to the Director of Clinical Services and indirectly reports to the Heads of Units.

There will be minimal direct supervision of day-to-day activities. The incumbent will be given broad direction with a high level of autonomy, and will be expected at all times to be proactive. The position will have responsibility for a diverse range of activities.

4.1 **Level of Supervision/Independence**

The incumbent will be required to work under the supervision of and report to the Director of Clinical Services on a day-to-day basis. The person is expected to operate with a high degree of self-direction and autonomy.

4.2 **Problem Solving and Judgement**

The incumbent will be required to make sound decisions and have the ability to solve problems in regards to day-to-day work practices. Should the problem be of a more complex nature then the Director of Clinical Services would be consulted. Sound judgment and the ability to solve problems is an essential part of this position to ensure the smooth running of the administrative functions of the Division of Clinical Services.

4.3 **Professional and Organisational Knowledge**

A working knowledge of relevant policies, programs and procedures is required. Duties may involve procedures that require specialist knowledge. An excellent understanding of, and willingness to embrace, the vision and strategic direction of the ACO is essential.

4.4 **Breadth of the Position**

The position undertakes tasks essential to the efficient running of the ACO, and is very often the first point of contact for many external organizations with the ACO.

6. **OCCUPATIONAL HEALTH AND SAFETY AND ENVIRONMENTAL HEALTH AND SAFETY RESPONSIBILITIES**

All ACO staff are responsible for the following safe work procedures and instructions in accordance with OHS and EHS legislation:

- Complying with OHS and EHS policies and procedures manuals
- Taking responsible care for the health and safety of self and others
- Ensuring that any hazardous conditions, near misses and injuries are reported immediately to a supervisor
- Seeking guidance for all new or modified work procedures
- Participating in meetings, training and other health and safety activities
- Wearing personal protective equipment as provided
- Using equipment in compliance with relevant guidelines, without wilful interference or misuse
- Adopting work practices that support OHS programs

7. KEY SELECTION CRITERIA

Qualifications

- Relevant qualifications and/or substantial secretarial and/or office management experience at a similar level
- A degree would be considered favourably

Knowledge, Experience and Skills

- Excellent interpersonal and communication skills, both written and oral and a demonstrated capacity for effective liaison with a range of people
- An ability to anticipate needs of others and respond accordingly in a positive and proactive manner that reflects well on the ACO
- An ability to relate well to colleagues in a team environment
- Excellent word-processing and computing skills and expertise in computer applications such as Microsoft Word, Excel and PowerPoint and a familiarity with using the Internet and website Content Management Systems
- A mature outlook and a commitment to maintaining confidentiality at all times
- High level organisational skills with the ability to prioritise tasks and meet deadlines
- An ability to develop and maintain accurate records management procedures (for both electronic and hardcopy records)
- Good problem solving skills and sound judgment
- A high level of self-motivation, enthusiasm for taking on new tasks and a willingness to undertake training when required
- Previous experience in the health sector would be well regarded, but is not essential

Organisational Relationships

Reports to: Director of Clinical Services

Supervises: Administrative staff

Internal Liaisons: Heads of units
Lead optometrists
Clinic administrative staff
All staff

External Liaisons: External partners
Consultants
Training providers
Industry and professional associations
Suppliers, caterers and travel agents.

OTHER RELEVANT INFORMATION

Employment Screening

The ACO employs staff who come into contact with children, elderly and vulnerable people. We are committed to protecting and not placing at unreasonable risk vulnerable people, members of the communities we serve and our employees.

Employment for all positions is conditional on a satisfactory National Police Check valid for working with Children/Vulnerable Groups. Police checks must be renewed every three years.

International Police Checks are required from prospective employees who have lived overseas for 12 months or more in the last 10 years.

Employment in this role is conditional on a satisfactory Working with Children Check. Working with Children checks must be renewed every five years.

Pre-employment Medical Check

For specific positions where there are particular physical demands a pre-employment medical check with your Medical Practitioner would be required.

Privacy Notification

We collect this personal information for the purpose of processing and considering your application for employment and its use is consistent with requirements of the Information Privacy Act 2000. All unsuccessful applications are retained for six months then securely destroyed.

Diversity

The Australian College of Optometry is an Equal Opportunity Employer. We welcome applications from people with the widest possible diversity of background, culture and experience. The ACO encourages and welcomes the interest from Aboriginal and Torres Strait Islanders for roles within the organisation.