



HSS Job Profile

DoH Registered

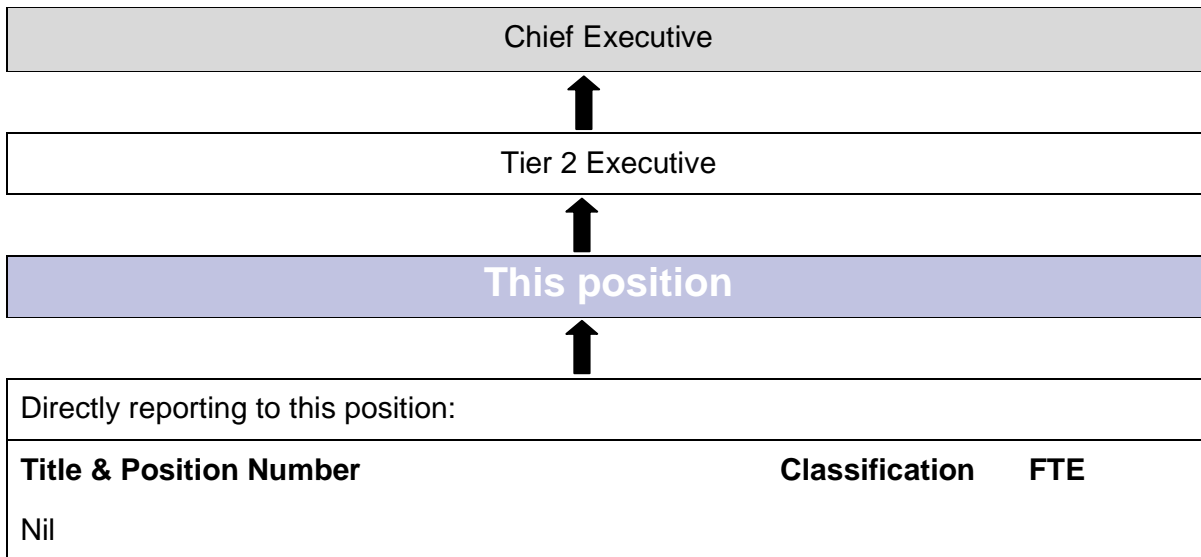
Position Title: Secretariat and Projects Officer

Position number	00013856
Classification	HSO Level G4
Employment Instrument	Health Salaried Officers Agreement
Group	Health Support Services
Business Unit	Office of the Chief Executive
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

Provides confidential executive, administrative and secretariat support and assistance to the Health Support Services (HSS) Executive in matters relating to the operation of HSS, and ensures efficient and effective management of the respective Business Unit.

REPORTING RELATIONSHIPS:



ORGANISATIONAL CONTEXT:

Health Support Services (HSS) provides value for money corporate support services to the WA health system through skilled and motivated people. This includes delivering business focused financial, ICT, supply and workforce services within an environment of standardised systems and processes.

HSS provides a service within a framework of established values and behaviours based on achieving the corporate service standards and expectations of our customers.

With a commitment to equity and diversity relationships are based on trust, mutual respect and the acceptance of responsibility and accountability. HSS are committed to employee career development and professional learning.

GROUP CONTEXT STATEMENT:

On 1 July 2016, in accordance with the Health Services Act 2016 (WA), HSS was established as a Chief Executive-governed health service provider that is a statutory authority accountable for the delivery of support services.

HSS supports the WA health system in the effective delivery of health care through the provision of technology, supply, workforce and finance services.

HSS is committed to enhancing the customer experience by delivering quality services to customers. The objectives for HSS are to create value for customers through economies of scale as well as centres of expertise, and to provide services that are competitive in quality, cost and responsiveness.

HSS actively seeks to encourage a customer focused, team-oriented culture that complements the corporate service needs of its customers. It has skilled, motivated and experienced teams that deliver a range of services within an environment that continually seeks to improve efficiency and to standardise systems, processes and procedures where this adds value for customers

HSS STRATEGY

HSS' mission is to deliver high quality services to support the delivery of optimal patient care.

16/08/2018 V. 0.1

Last updated 20 August 2018

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Vision

Enable better health care

Mission

To deliver high quality services to support the delivery of optimal patient care

Values

Behaviours



Think customer first

We put our customers first in everything we do.
We listen to our customers; they know their business best.
We engage proactively with our customers to find the best solution.



We promise, we own, we do

We commit to delivery – we do what we say.
We take personal ownership – we own the problem and the outcome.
We take responsibility for our decisions and actions.



We will find a way

We focus on solutions, not problems.
We think creatively to develop new and better ways of delivering on our promises.
We embrace a positive 'Yes, we can' attitude.



We make a difference together

We work together to make a difference to those delivering patient care.
We are open and learn from our mistakes and our successes.
We speak up, we listen and we take collective action.

BUSINESS UNIT ROLE:

The Office of the Chief Executive (OCE) is responsible for supporting the HSS Chief Executive in their function, and coordinating various activities and strategic initiatives across HSS. The OCE is also responsible for corporate communications, media and public relations, activities involving liaison with the Minister for Health and system manager, internal audit, governance and ensuring the HSS Executive functions appropriately.

In addition, the OCE contributes to the development of quality health service delivery by providing strategic policy advice and support across HSS and develops projects or programs of work to assure their delivery. The Business Unit also leads, coordinates and undertakes the audit, governance and risk activities, and the development, implementation and evaluation of policies, protocols and guidelines in support of governance initiatives.

POSITION RESPONSIBILITIES:

Participation:

- Treats customers well, responds to telephone calls and emails in a timely fashion. Is reliable in following up queries and complaints.
- Takes responsibility for one's own work, ensuring approved procedures are followed and deadlines met.
- Contributes to the well-being and achievements of the team.
- Participates in an individual performance review to maximise individual potential to meet the business objectives of HSS. Strives to improve one's own performance.
- Contributes to business improvement and change management activities.
- Undertakes all duties in accordance with the WA Health Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.

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**Roles specific:
Project Support**

- Receives and screens visitors and phone calls and redirects to other staff as appropriate.
- Oversees the maintenance of filing and document register systems; ensures appropriate records are kept, files and retrieves information, ensures the security of confidential documents for the relevant Executive.
- Undertakes general administrative and project support duties to support the relevant Executive.
- Arranges authorisation of all official documentation, ensuring correct templates are used and all supporting documentation is included.
- Drafts correspondence, internal memorandums, briefing notes on behalf of the relevant Executive and Directorate Managers (Audit; Risk Governance and Compliance; Communications).
- Assists with developing relevant processes and work instructions.
- Plans and undertakes administrative projects.
- Provides support to the Executive Assistant to the Chief Executive, Office of the Chief Executive.
- Liaises with internal and external stakeholders with the intention to coordinate, compile and present information as required.
- Maintains other registers (e.g. gift, conflict of interest, ministerials) as required.

Secretariat

- Provides secretariat support to HSS relevant Executive committees, organises meetings and functions, manages preparation of the agenda, reports, discussion papers/materials and other required documentation.
- Responsible for taking and producing Minutes, recording, monitoring and follow up on Action Items for Executive committees where assigned as the Secretariat officer.
- Arranges and maintains schedules of appointments, meeting and other commitments for the relevant Executive to enable efficient time management.
- Maintains a bring-up system of commitments to remind the relevant Executive committee members of actions required; initiates follow-up with other staff to ensure commitments are met.
- Maintains and monitors a calendar of reporting requirements for the relevant Executive committee.
- Compiles and collates files, papers and other information to brief the relevant Executive on issues or in preparation for meetings.
- Manages incoming correspondence and emails, redirects to appropriate staff for action.
- Draws the attention of the relevant Executive to urgent and important items and initiates appropriate action to facilitate management of the work flow through the office.
- Drafts correspondence as and when required/requested.
- Undertakes other duties as required.
- Maintains and manages email distribution groups, calendars and inbox accounts for Executive committees and Directorate functions.

SELECTION CRITERIA:

Essential Criteria:

1. Extensive Secretariat support experience at a senior level for Executive committees and/or boards, with ability to maintain confidentiality and use discretion in relaying information.
2. Well-developed written and interpersonal skills and proven ability to communicate with senior executives and gain the cooperation of staff and people at all levels.
3. Demonstrated initiative; ability to assess the urgency and importance of situations and take decisive and appropriate action.
4. Excellent time management and organisational skills including the ability to meet strict deadlines and prioritise tasks appropriately with the ability to work in fast-paced environments.
5. High level word processing skills, experience in the use of the MS Office suite and good knowledge of their advanced capabilities.

Desirable:

1. An understanding of the WA health system's composition and functions.
2. Current knowledge and commitment to Equal Opportunity in all aspects of the employment and service delivery.

APPOINTMENT FACTORS

Appointment is subject to:

- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity Check
- Pre-Employment Health Assessment

CERTIFICATIONS

The details contained in this document are an accurate statement of the deliverables and other requirements of the job.

CHIEF EXECUTIVE

HR MANAGER

SIGNATURE _____

SIGNATURE _____

DATE _____

DATE _____

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