

## POSITION DESCRIPTION

<b>Position Title:</b>	Executive Assistant/Office Manager
<b>Department:</b>	Ryde Admin
<b>Location:</b>	Royal Rehab Ryde, NSW

<b>Employment Screening Check:</b>	
National Criminal Record Check required:	Yes
Working with Children Check required:	No
Vaccination Category required:	Category B
Online Driving Record Check required:	Yes
NDIS Worker Screening Check required:	No

<b>Position Purpose:</b>
The Executive Assistant/Office Manager will provide a high level of secretarial and administrative support to the Executive Director of Hospitals, the Director of Clinical Services, the Director Community & Allied Health and the Director of Medical Services at Royal Rehab Ryde. The role will also hold a line management responsibility to the Client Services Officer (front reception), ensuring smooth and efficient operations of the Ryde site.

<b>Organisation Context:</b>
<p>Royal Rehab is a unique organisation operating an Affiliated Health Organisation (AHO), a Private Hospital and large offsite Disability Service. The organisation also owns or operates are other facilities, namely Metro Rehab in Petersham and Sargood on Collaroy on the Northern Beaches which is a Resort for people with spinal cord injury. We are a registered not-for-profit charitable organisation with an independent Board of Directors.</p> <p>The organisation has been providing rehabilitation and disability services for more than 120 years and is highly regarded for its clinical expertise and academic knowledge, especially in neurorehabilitation. The service delivery models incorporate inpatients, day programs, and community and home-based rehabilitation.</p> <p>Royal Rehab Private Hospital is a 24-bed inpatient unit that provides rehabilitation services for clients who have suffered Cerebral Vascular accidents (CVAs), neurological/brain injury conditions and post major surgery including orthopaedic surgery, as well as clients requiring more general rehabilitation services, such as reconditioning after a long illness or hospital stay. Royal Rehab Private also offers a multi-disciplinary Day Rehabilitation Program.</p> <p>Royal Rehab public rehabilitation inpatient services include a 20-bed spinal cord injury unit and a 16-bed brain injury unit. In addition to admitted rehab units, Royal Rehab has an extended care unit of 16 beds providing lifelong support for clients with severe disability under a nursing model of care. Both the Royal Rehab Private and the Public inpatients (Brain and Spinal) report directly to the Director of Clinical Services.</p> <p>Community service streams report to the Director Community &amp; Allied Health and are extensive, including community based specialised rehab for spinal injury and brain injury clients and general community rehab programs. Spinal and Brain injury statewide services are supported through onsite medical clinics for follow up. All</p>

inpatient and community services comprise a comprehensive range of health professionals including medical, nursing, and allied health workforce.

**Organisational Relationships:**

<b>Reports to:</b>	Executive Director, Hospitals
<b>Responsible for:</b>	Client Services Officers – Royal Rehab Ryde

**Performance Review & Development Planning:**

Assessment against service, professional and organisation performance indicators, and development of professional development plan will occur 3 months after commencement, and annually thereafter

**Qualifications, Skills & Experience:**

**Essential**

- Relevant qualifications in business, administration or equivalent.
- 2+ years' experience in administrative, office management role.
- Demonstrated experience in supporting a senior Executive and presenting a high level of initiative.
- Excellent written and oral communication.
- Proficiency with Microsoft Suite (Excel, MS Word, PowerPoint) and the ability to use other database systems and web applications as required.
- Strong attention to detail and excellent organisational skills, with the ability to prioritise and meet deadlines.
- Ability to establish strong relationships and sound judgement to act on behalf of the site executive.
- Excellent minute taking ability.
- Proven ability to work autonomously and displays a pro-active approach to work and flexibility of working hours.
- Ability to effectively lead, coach and mentor others to reach their potential.
- Strong and innovative problem-solving skills and initiative.
- Current and valid NSW Drivers Licence.
- Exercise discretion and confidentiality.
- A high level of commitment and personal alignment to the organisation purpose, vision, and values.
- Previous experience with Executive and Board Committees.

**Desirable**

- Demonstrate previous leadership responsibilities.
- Ability to deal with people from varied backgrounds in a service orientated environment.
- Experience in streamlining processes and improving established systems.

**Key Internal & External Relationships:**

Internal	Executive Director, Hospitals; Director of Clinical Services Ryde, Director Community & Allied Health Ryde; Director of Medical Services Ryde; Clinical Operation Managers Ryde; nursing professionals; allied health professionals; Medical staff (VMOs and Staff Specialists, Registrars); Support Services; Facilities services (contracted)
External	Executives; General Managers & Nursing/Allied Health leaders in other Royal Rehab facilities; staff from external facilities; Clients and their families; Members of the Public; any external party that liaises with Royal Rehab Ryde

<b>Delegations/Authority</b>	
Budget	N/A
Financial Delegations	As defined by the Delegations Authority policy

<b>Key Responsibility Areas</b>	
<b>Key Area of Accountability</b>	<b>Specific Tasks and Responsibilities</b>
Act on behalf of Executive Director, Hospitals and Directors	<ul style="list-style-type: none"> <li>• Provide effective diary management including the coordination of work-related travel bookings.</li> <li>• Act on behalf of the Executive Director, Hospitals and Directors when appropriate.</li> <li>• Co-ordinate the workflow in order to support efficient and effective operations.</li> <li>• Track issues and actions to closure on behalf of the Executive Director, Hospitals and Directors.</li> <li>• Organisational and management skills of a high level with ability to effectively set priorities, meet deadlines and demonstrate flexibility.</li> <li>• Show initiative with the ability to conduct administrative process review and improvement</li> </ul>
Leadership and Teamwork	<ul style="list-style-type: none"> <li>• Promote the organisation and its reputation to key customers and community.</li> <li>• Provide a culture that promotes the values of the organisation.</li> <li>• Provide leadership to enhance a customer service focus and delivery.</li> <li>• Promote an effective, safe, skilled and cooperative environment.</li> <li>• Demonstrate strong interpersonal skills to build internal and external relationships with key stakeholders.</li> <li>• Mediate potential and actual conflict where appropriate.</li> </ul>
Meetings and Reporting	<ul style="list-style-type: none"> <li>• Prepare draft agendas, collate relevant materials and minutes for required site Executive or Committee meetings.</li> <li>• Arrange venue or electronic platforms for meetings.</li> <li>• Attend required meetings to take minutes.</li> <li>• Transcribe and distribute minutes in a timely manner.</li> <li>• Maintain records of all original agenda papers and minutes.</li> </ul>
Organisation, Planning and Communication	<ul style="list-style-type: none"> <li>• Ensure that all required signatures by the Executive Director, Hospitals, or delegates are signed in a timely manner.</li> <li>• Provide day-to-day supervision and assistance to the CSO in all responsibilities related to front reception, ensuring a key focus on high level customer service standards.</li> <li>• Ensure front reception is adequately staffed, including initiation of recruitment to vacancies and any training required for staff.</li> <li>• Sort and prioritise all correspondences received via electronic or postal for Executives and follow up as necessary.</li> <li>• Screen telephone calls, enquiries and requests, and handling on behalf of the site and Executive team.</li> <li>• Organise and prepare for meetings, functions, or seminars, including room bookings, set up and catering requests, flights and accommodation.</li> <li>• Develop and maintain office systems, including but not limited to data management, filing, stationary, etc.</li> <li>• Liaison with clients, stakeholders, staff, and other service providers.</li> <li>• Meeting and greeting visitors at all levels of seniority.</li> <li>• Oversee fleet management for Ryde, ensuring vehicles are maintained.</li> </ul>

	<ul style="list-style-type: none"> <li>• Manage all uniforms on-site for Ryde including weekly orders and general queries.</li> <li>• Coordinate and assist in the coordination of special projects as required, including but not limited to — International Nurses Day celebrations, Allied Health Professionals Day, R U ok Day, etc.</li> <li>• Write and develop communications, as well as assist with document reviews and editing.</li> <li>• Ensure positive stakeholder relationships Support to other staff as required.</li> </ul>
Support	<ul style="list-style-type: none"> <li>• Liaise with other Royal Rehab Group Executive Assistants/officers and provide assistance when necessary.</li> <li>• Liaise with facilities management (contract) to ensure building maintenance and cleaning is undertaken in a timely manner in line with expectations.</li> <li>• Mentor new staff within site Executives area of responsibility to help them settle into Royal Rehab Ryde.</li> <li>• Provide Ryde Executive with visibility in advance of leave and assist with back-fill for direct reports or required tasks.</li> <li>• Provide assistance and support to main reception and stores when needed.</li> <li>• Provide support as the main contact to tenants in the Hodson Building.</li> </ul>

<b>GENERAL RESPONSIBILITIES</b>	
<b>Work Health and Safety</b>	
<p>Royal Rehab is committed to providing a healthy and safe workplace for all employees, clients and visitors. To facilitate this safe and healthy workplace it is your responsibility to:</p> <ul style="list-style-type: none"> <li>• Ensure that all potential hazards, accidents and incidents are identified and notified.</li> <li>• Ensure your own safety and that of others</li> </ul>	
<b>Equity and Zero Tolerance to Bullying, Harassment and Discrimination</b>	
<p>Royal Rehab upholds the Federal and State government’s policies to bring equality in employment for all employees to assist them to achieve their full potential. Royal Rehab will ensure merit-based selection and that all facets of employment are fair, by making unlawful discrimination of persons based on gender, pregnancy, race, religion, marital status, age, sexual preferences, disability or carer responsibilities.</p> <p>As an employee of Royal Rehab, it is your responsibility to:</p> <ul style="list-style-type: none"> <li>• Deal with others in a fair and equitable manner free from harassment and discrimination.</li> <li>• Ensure that a working environment free from sexual or any other harassment is recognised as a basic right</li> </ul>	
<b>Principles of Multiculturalism</b>	
<p>Employees are expected to:</p> <ul style="list-style-type: none"> <li>• Respect and make provision for culture, language and religion of others within an Australian legal and institutional framework where English is the common language.</li> <li>• Organise access to health care interpreting services to facilitate communication with clients who are from non-English speaking backgrounds as required.</li> <li>• Abide by the principles of the Multiculturalism Act 2000</li> <li>• Implement the Multicultural Policies and Services Program (MPSP) within their area of responsibility</li> </ul>	
<b>Code of Conduct</b>	
<p>Royal Rehab requires a professional standard of behaviour from staff which:</p> <ul style="list-style-type: none"> <li>• Demonstrates respect for the right of the individual and the community.</li> <li>• Promotes and maintains public confidence and trust in the work of the Centre.</li> </ul>	

The purpose of the Code of Conduct is to provide a framework for decisions and actions in relation to conduct in employment. The code provides assistance to both employers and employees when they are required to decide what the acceptable standards of behaviour are. It underpins commitment to a duty of care to all staff and clients receiving our services. Employees should refer to the Code of Conduct for further information

**Safety & Continuous Quality Improvement**

All employees of Royal Rehab are expected to be actively involved in the review, evaluation and continuous improvement of processes and services within the employee's area of responsibility and/or interest. Royal Rehab participates in a number of relevant external accreditation and certification programs which include a continuous quality improvement approach. These programs support and facilitate the effective and efficient provision of quality care and the safety of clients of Royal Rehab.

**Organisational Values**

Employees are expected to demonstrate a high standard of personal and professional behaviour and uphold Royal Rehab's values being:

**Honesty: We conduct ourselves with truth, openness and integrity.**

I will:

- Be sincere and genuine will all interactions.
- Communicate openly and encourage others to do the same.
- Be trustworthy in all that I do.

**Respect: We acknowledge and appreciate people's rights, roles, views, and feelings.**

I will:

- Treat people with dignity.
- Acknowledge and value a person's perspectives, connections and diversity.
- Be thoughtful and considerate.

**Working Together: We work as a team to achieve shared goals.**

I will:

- Share my knowledge, skills, experience and resources.
- Foster a culture of learning.
- Build positive relationships.

**Innovative Thinking: We embrace a culture of creativity to find the best solutions.**

I will:

- Explore better ways to continuously improve.
- Welcome and encourage new ideas.
- Actively participate in change.

**Environmental Policy and Waste Minimisation**

Being a good corporate citizen Royal Rehab will seek to implement changes that will ensure that its activities are undertaken in a manner consistent with best environmental health and safety practice. Employees are expected to be accountable for efficient resource utilisation, the reduction of waste, and commitment to recycling

**Smoke Free Policy**

Royal Rehab is committed to adopting a smoke free workplace that will preclude all staff and visitors from smoking within the Centre

**Royal Rehab Policies and Procedures**

It is a requirement that all Royal Rehab employees read, understand and adhere to Royal Rehab policies and procedures, paying particular attention to the following:

- Manual Handling
- Confidentiality of Patient Information
- Infection Control
- Security
- Fire Safety
- Emergency Procedures
- IT and Internet Utilisation

**Job Demands Checklist**

**Frequency Definitions**

<b>O</b> = Occasional	Activity exists up to 1/3 of the time when performing the task
<b>F</b> = Frequent	Activity exists between 1/3 and 2/3 of the time when performing the task
<b>C</b> = Constant	Activity exists more than 2/3 of the time when performing the task
<b>R</b> = Repetitive	Activity involves repetitive movement
<b>NA</b>	Not applicable to this role

Job Demands		Frequency				
		O	F	C	R	NA
<b>Physical Demands</b>	<b>Description</b>					
Kneeling/squatting	Tasks involve flexion/bending at the knees and ankle possible at the waist, in order to work at low levels	✓				
Leg/foot movement	Tasks involve use of leg and or foot to operate machinery					✓
Hand/arm movement	Tasks involve use of hands/arms i.e. stacking, reaching, typing, mopping, sweeping, sorting, inspecting				✓	
Bending/twisting	Tasks involve forward or backward bending/twisting at the waist	✓				
Standing	Tasks involve standing in an upright position without moving about					✓
Driving	Tasks involve operating any motor-powered vehicle	✓				
Sitting	Tasks involve remaining in a seated position during task performance				✓	
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended					✓
Walking/running	Tasks involve walking or running on even surfaces					✓
	Tasks involve walking on uneven surfaces					✓
	Tasks involve walking up steep slopes					✓
	Tasks involve walking down steep slopes					✓
	Tasks involve walking whilst pushing/pulling objects					✓
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees					✓
Working at heights	Tasks involve making use of ladders, footstools, scaffolding etc. Anything where the person stands on an object rather than the ground					✓
Lifting/carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands					✓
	1) Light lifting/carrying 0-9kg	✓				
	2) Moderate lifting/carrying 10-15kg	✓				
	3) Heavy lifting/carrying 16+kg					✓
Restraining	Tasks involve restraining clients/clients, others					✓

Pushing/pulling	Tasks involve pushing/pulling objects away from or towards the body. Also includes striking or jerking	✓				
Grasping	Tasks involve gripping, holding, clasping with fingers or hands	✓				
Manual dexterity	Tasks involve fine finger movements i.e. keyboard operation, writing				✓	
<b>Sensory Demands</b>	<b>Description</b>					
Sight	Tasks involve use of eyes as an integral part of task performance. i.e. looking at screen/keyboard in computer operations				✓	
Hearing	Tasks involve working in a noisy area i.e. boiler room, workshop					✓
Smell	Tasks involve the use of the smell senses as an integral part of the task performance i.e. working with chemicals					✓
Taste	Tasks involve the use of taste as an integral part of task performance					✓
Touch	Tasks involve the use of touch as an integral part of task performance					✓
<b>Psychological Demands</b>	<b>Description</b>					
	Tasks involve interacting with distressed people		✓			
	Tasks involve interacting with people who as part of their lives may be aggressive, verbally or sexually uninhibited	✓				
	Tasks involve viewing/handling deceased and/or mutilated bodies					✓
<b>Exposure to Chemicals</b>	<b>Description</b>					
Dust	Tasks involve working with dust i.e. sawdust					✓
Gases	Tasks involve working in areas affected by gas, or working directly with gases					✓
Fumes	Tasks involve working with fumes i.e. which may cause problems to health if inhaled					✓
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made e.g. dermatitis					✓
Hazardous substances	Tasks involve handling of hazardous substances including storage or transportation	✓				
Biological matter	Tasks involve work with human biological matter through examination, storage, transport or disposal					✓
Allergenic substances	Tasks involve exposure to allergenic substances					✓
Anti-biotics	Tasks involve handling, transport, administration or disposal of anti-biotics					✓
<b>Working Environment</b>	<b>Description</b>					
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance e.g. glare, not enough natural light					✓
Colour	Tasks involve differentiation of colour					✓
Sunlight	Exposure to sunlight					✓
Temperature	Tasks involve working in temperature extremes e.g. working in a cool room, working outdoors, boiler room					✓
Confined spaces	Tasks involve working in confined spaces					✓
<b>Accident Risk</b>	<b>Description</b>					
Surfaces	Tasks involve working on slippery or uneven surfaces					✓
Housekeeping	Tasks involve working with obstacles within the area, bad housekeeping					✓
Heights	Tasks involve working at heights					✓
Manual handling	Tasks involve manual handling	✓				
Noise	Tasks involve working in a noisy environment					✓
Radiation	Tasks involve exposure to x-rays					✓
Electricity	Tasks involve working with electrical apparatus and currents					✓
Machinery	Tasks involve use of machinery and equipment:					✓
	1) Light	✓				
	2) Heavy					✓
	3) Portable					✓
Biological hazards	Tasks involve working with blood, blood products/body fluids	✓				

Other Issues	Description					
Workplace access	Tasks involve difficult access or movement from site to site					✓
Personal protective equipment	Tasks involve use of Personal Protective Equipment		✓			
Safety critical issues	Tasks involve responsibility for safety of others					✓

Document Control (Hiring Manager use only)	
<b>Effective Date:</b> April 2024	<b>Authorised By:</b> Executive Director, Hospitals

**Acknowledgement:**

I accept the position description as documented above and understand that the position description will be reviewed during the performance review time. I understand that the position description may need to be amended periodically due to changes in responsibilities and organisational requirements.

\_\_\_\_\_

Name

\_\_\_\_\_

Signature

\_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Date