



EXECUTIVE ASSISTANT

POSITION DESCRIPTION

Service:	Operations
Position Title:	Executive Assistant
Location:	27-29 Stanley Street, but from time to time may be required to work at other UMFC sites either temporarily or permanently by negotiation.
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social and Community Services Employee
Level:	Level 5
Travel:	Travel to local and regional offices is required from time to time using a fleet vehicle.

UMFC is a Child Safe organisation and is committed to child safety. We want children to be safe, happy, and empowered. We support and respect all children as well as our staff and volunteers. We are committed to the safety, participation, and empowerment of all children.

The Sanctuary Model promotes cultural, physical, emotional, psychological and social safety and recovery from adversity through the active creation of a trauma-informed community. Through the implantation of this model, UMFC aims to enhance the quality of care we provide and cultivate a workplace where everyone feels valued supported and able to thrive.

1. POSITION CONTEXT AND SUMMARY OF POSITION

Consistent with UMFC's purpose that every child and young person is cared for, within the Operations team the Executive Assistant is responsible for providing secretarial support to the Chief Executive Officer and three Executive Directors and secretarial services to the Board of Directors of UMFC.

2. COMMUNICATION WITH OTHERS

Position supervised by:	Chief Executive Officer
Supervises directly:	Not applicable
Communicates internally primarily with:	Chief Executive Officer, Executive Director, Operations, Executive Director, Child, Family and Community Services, Executive Director, Care and Legal Services, Board of Directors, Service Managers, Operations Staff, and other relevant staff within UMFC
Communicates externally primarily with:	Stakeholders primarily to arrange meetings and provide invitations to events.

3. KEY RESPONSIBILITY AREAS (KRAS)

Consistent with the UMFC values of Unwavering integrity, Considered empathy, Determined advocacy, Passionately optimistic and Bravely collaborative, and the Sanctuary commitments, this position provides high quality, efficient services through the following Key Responsibility Areas:

KRA 3.1

Provide high-quality, timely and professional administration support to the Chief Executive Officer and other members of the Executive Team including:

- Provide comprehensive administrative support to the CEO and Executives, including calendar management, filing, reporting, minute taking, record keeping, and correspondence.
- Ensure CEO and Executive Directors have all necessary papers for meetings, liaising with staff and stakeholders to obtain documents.
- Arrange travel and bookings, ensuring Executive Directors are informed of their itineraries and event details.
- Manage diaries and travel arrangements, allowing sufficient time between engagements and locations.
- Maintain accurate and up-to-date minutes, and registers, including decisions, incidents, and action tracking documents for leadership and Executive meetings if and as required.
- Provide coordination support for the Executive Team, including organising meeting papers and booking rooms.
- Efficiently handle requests for meetings or information, prioritising both internal and external stakeholders.
- Manage events as delegated, including the AGM, all staff forums and other meetings supported by members of the Executive team.
- Assist with executive purchasing and credit card administration, such as coding and completing monthly paperwork for approval.

KRA 3.2

Provide comprehensive secretarial support for the Board of Directors, including:

- Coordinate scheduling and attendance of meetings, including issuing of invitations, ensuring confirmation of attendance and recording apologies.

- Coordinate meeting agendas in line with direction from CEO and/or Executive Directors and informed by the Board or Committee annual work plans and action tracking documents.
- Coordinate the collection of required papers for each meeting agenda by liaising and communicating with meeting paper owners, ensuring Board/Committee packs are complete and accurate, and are distributed to Board Directors and Committee members according to agreed timeframes. Document minutes for all Board and Committee meetings, documenting actions and other agenda and meeting requirements
- Maintain Board member records and registers, including Board and Committee action tracking documents and conflict of interest register.
- Maintain annual calendars and work plans for the Board and its Committees under the direction from the CEO and/or relevant Executive Director.
- Coordinate Board member onboarding requirements, including obtaining relevant checks and maintaining records.
- Maintain all Board's SharePoint portal, ensuring that folders are complete and contain all relevant documents and artifacts relating to the business of the Board.
- Assist with ad-hoc requests from/for Board Directors.

KRA 3.3

Represent the Board and Executive with internal and external stakeholders as required, ensuring efficient, professional, confident, informed and effective management and support of stakeholder relationships when interacting with them to make arrangements on behalf of the Executive and/or Board.

- Consult with internal and external stakeholders when arranging meetings and events to ensure arrangements are suitable for all concerned, particularly members of the Executive Team.
- Effectively and efficiently manage and prioritise requests for meetings or information, including interacting with and prioritising requests for meetings from external and internal stakeholders

KRA 3.4

Work collaboratively with the Risk and Quality team by actively identifying, assessing, and mitigating risks within the role by meeting all compliance-related tasks and expectations, including but not limited to monitoring activity, adherence to organisational policies and procedures and completion of compliance training and promoting a culture of risk awareness and compliance.

KRA 3.5

Proactively promote and support a culture of child safety using the Sanctuary commitment of Cultural Humility to engage and grow cultural connections for all children including Aboriginal and Torres Strait Islander children, children with disability, children who may be gender diverse or children who may be culturally and linguistically diverse (CALD).

KRA 3.6

Be a role model and promote and maintain a service culture that reflects the organisational values of unwavering integrity, considered empathy, determined advocacy, passionately optimistic and bravely collaborative. Contribute to the creation and maintenance of a culture that reflects the Sanctuary Model Domains.

KRA 3.7

Actively participate as a team member in relevant meetings, and professional development processes such as supervision, training, and quality improvement processes in line with program and UMFC guidelines and requirements.

KRA 3.8

Actively undertake all OHS requirements appropriate to the position and consistent with legal obligation and UMFC culture, policy, and procedure.

KRA 3.9

Other duties as directed.

4. PHYSICAL REQUIREMENTS OF THE POSITION

(Key of estimated daily requirements: Not required=0%, Marginal=1-5%, Occasional=6-20%; Regular=21-50%, Frequent=51-70%, Continuous=> 70%)

- Sitting – Continuous
- Computer based tasks – Frequent
- Driving – Occasional
- Lifting – Marginal

5. KEY SELECTION CRITERIA

- 5.1 Certificate IV or Diploma qualification in a field with a demonstrated knowledge base relevant to undertaking the Executive Assistant role effectively, such as a qualification in administration.
- 5.2 Minimum 1-2 years' experience as an Executive Assistant to either a Chief or Senior Executive.
- 5.3 Experience in supporting administration for a Board of Directors, including minute-taking.
- 5.4 Excellent interpersonal, verbal, and written communication, and problem-solving skills.
- 5.5 Strong organisational and time management skills including effective work planning, organising resources, attention to detail and be accountable for accuracy and task completion, and the ability to routinely manage confidential and sensitive information appropriately.
- 5.6 High-level computer literacy and proficiency (including Office365)
- 5.7 Demonstrated experience in documenting minutes of meetings, including appropriately capturing the essence and critical points of a discussion/decision.

6. ADDITIONAL ESSENTIAL REQUIREMENTS OF THE POSITION FOR SUCCESSFUL APPLICANTS

- 6.1 A satisfactory Police Check
- 6.2 A satisfactory International Police Check (If relevant)
- 6.2 Current driver's license

7. WORK CHALLENGES/PRESSURES

- Time constraints/adhering to timeframes as per work plans
- Competing priorities
- Dealing with people with a variety of abilities and needs
- Handling numerous calls at once

8. SUPERVISION

At UMFC, supervision is considered to be an integral part of service delivery and workforce management. The development and maintenance of skilled and supported workers depend in large part on the support and structured reflection provided by the supervision framework. The supervision framework is supported by our Sanctuary commitments such as social responsibility, open communication and democracy.

Supervision has a number of benefits for workers, clients, and the organisation, including:

- protection and a commitment to quality service provision for clients through case review
- a forum of accountability for those to whom the worker is accountable (clients, organisation, profession)
- a reflective space for workers to identify their strengths and weaknesses and any personal issues that may impact their professional practice
- an opportunity for workers to build their skills and identify areas for future development in a supportive environment.
- trauma informed, consistent conversations that are a protective factor to decrease the likelihood of developing vicarious trauma when undertaking challenging work.

Supervision is a requirement for all workers at UMFC and must, at a minimum, be provided:

- on an individual basis
- for 2 hours per month (pro rata) which may be in a single block or in smaller units.