

# **POSITION DESCRIPTION**

## **EXECUTIVE ASSISTANT (CEO & BOARD)**

## POSITION DESCRIPTION

<b>Job Title</b>	Executive Assistant (CEO & Board)
<b>Directorate</b>	Corporate Services
<b>Type of Employment</b>	Full-time
<b>Industrial Tool</b>	Social, Community, Home Care & Disability Services Award 2010 (SCHADS Award)
<b>Classification</b>	Community Service Worker Level 4
<b>Primary Location</b>	Accordwest Bunbury Office 26-28 Forrest Avenue South Bunbury, WA 6230
<b>Additional Locations (as required)</b>	Accordwest Busselton Office 6/89 Duchess Street Busselton, WA 6280  Accordwest Mandurah Office 4/11 Davey Street Mandurah, WA 6210  Accordwest Manjimup Office Unit 1-21 / 51 Giblett Street Manjimup, WA 6258
<b>Line Manager</b>	CEO

### 1. Roles & Responsibilities

#### General Duties

- Follow the lawful direction of the CEO.
- Allocate, prioritise and perform work tasks in accordance with:
  - Child Safety Framework for Practice
  - Organisational policies and procedures
  - United Nations Convention on the Rights of the Child
  - WA Children's and Young Persons Charter of Rights
  - Statutory, financial and administrative delegations

- Manage own work functions in accordance with the organisation's policies and procedures, including the:
  - Performance & Development Policy & Procedures
  - Continuous Quality Improvement Policy & Procedures
  - Underperformance and Misconduct Policy & Procedures
  - Grievance Resolution Policy & Procedures
  - Bullying, Harassment and Diversity Policy & Procedures
  - Privacy Policy & Procedures
  - Workplace Health & Safety Policy & Procedures
- Contribute to the ongoing development, implementation and evaluation of programs across the organisation to ensure continuous quality improvement and evidenced-based practice.
- Attend regular internal and external meetings, as directed by the CEO.

### Specific Duties

- Provide high-level executive and administrative support to the CEO and Board.
- Coordinate requests for information from internal and external stakeholders and provide a professional first point of contact for all enquiries.
- Manage complex and changing diaries.
- Schedule diaries, negotiate appointments and meetings and organise associated and supporting documentation.
- Manage travel arrangements.
- Coordinate effective meetings by organising and collating meeting agendas, providing confidential minute taking and distribution and coordinating follow up actions. This includes room bookings and set-up (e.g. teleconferencing, data projector and refreshments).
- Maintain systems for recording and storing information.
- Prepare correspondence and prepare briefing packs, reports and papers.
- Perform other duties, as requested by the CEO.

### Quality

- Adhere to the Continuous Quality Improvement Policy and Procedures.
- Monitor, evaluate and improve service outcomes.
- Ensure all stakeholders are aware of the organisation's consumer feedback mechanisms and procedures. Act on feedback in accordance with the Consumer Feedback Policy & Procedures.

### Document & Reporting Requirements

- Contribute to the development and maintenance of continuous quality improvement systems, policies and procedures.
- Contribute to the development and maintenance of data collection, monitoring, recording and evaluation.
- Contribute to the development and maintenance of risk management systems, policies and procedures.

## Professional Development

- Participate in performance and development appraisals, in accordance with the Performance & Development Policy & Procedures.
- Management of the performance and development appraisals process for all direct reports, in accordance with the Performance & Development Policy & Procedures.
- Attend mandatory training, as defined by the organisation.
- Maintain qualifications current at the time of employment as per Section 5 below.

### 2. Qualifications

- Business administration qualification or equivalent experience in a similar role.

### 3. Experience

- Substantial experience supporting a Chief Executive or Executive manager.

### 4. Skills

- High degree of professionalism and judgement with the ability to maintain a high level of confidentiality.
- High-level written and oral communication skills and the ability to communicate and liaise effectively and sensitively at all levels, both internally and externally.
- Ability to balance conflicting priorities and to work to deadlines.
- Advanced knowledge and experience in MS Office, Outlook and records management systems.
- Ability to support productive relationships.
- Demonstrated ability to work as part of a team and independently and with people at all levels.

### 5. Training & Education

It is the responsibility of the employee to obtain and maintain:

- Professional memberships (as determined by the employee)
- First Aid Certificate
- Any other qualification claimed in the employment application and/or during the employment interview

It is the responsibility of the employee to pay for obtaining the respective training and education, and for the renewal costs required to maintain the training and education.

### 6. Compliance

For the duration of, and after cessation of, employment with Accordwest, it is the responsibility of the employee to read, understand and comply with:

- Employee's employment contract
- Organisational policies & procedures
- United Nations Convention on the Rights of the Child
- WA Children's and Young Persons Charter of Rights
- Children and Community Services Act 2004
- Fair Work Act 2009
- All other Acts and Regulations of State and Federal Government

## **7. Clearances Required**

Prior to commencing employment, and in order to maintain employment, the employee must have in place at all times:

- Form 395 Clearance from Department of Communities
- Working with Children Check (Western Australia)
- National Police Clearance (must be renewed every three years)
- Driver's License

It is the responsibility of the employee to pay for obtaining the respective clearances, and for the renewal costs required to maintain the clearances.

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Executive Manager, Corporate Services

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Signature

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Date

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Employee Name

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Signature

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Date



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**Office hours**  
9am-5pm Monday to Friday

If you are deaf, or have difficulty speaking or hearing English,  
we are committed to helping you to access our services.

Accordwest acknowledges the Australian Aboriginal and Torres  
Strait Islander peoples as the first inhabitants of the nation and  
traditional custodians of the land we live, learn and work.



Agencies for South West Accommodation (ASWA) Inc. trading as Accordwest  
ABN: 29 138 143 911

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