

POSITION DESCRIPTION

Directorate: Health and Community Services Directorate

Division: Office of Professional Leadership

Business Unit: Office of the Chief Medical Officer

Position Title: Executive Assistant to the Chief Medical Officer

Position Number: P44320

Classification: Administrative Service Officer Class 5 (ASO5)

Location: 2-6 Bowes Street, Phillip/Hybrid working arrangement

Last Reviewed: August 2026

DIRECTORATE OVERVIEW

The Health and Community Services Directorate (HCSD) delivers a broad range of health and human services to support the wellbeing of the ACT Community and ensures our public health system meets the community's needs, now and into the future. HCSD provides strategic leadership on policy and population health direction for the ACT health system, ensuring services are innovative, effective, and responsive to community needs.

Alongside health strategy, HCSD is responsible for a range of human services including multicultural affairs, services for older people, housing, women's initiatives, family and domestic violence and homelessness services, and support for children, youth, and families.

The Directorate also leads community disaster recovery, Aboriginal and Torres Strait Islander engagement and LGBTIQ+ affairs. HCSD is an inclusive employer where all people are respected and valued for their contribution. We strongly encourage and welcome applications from Aboriginal and/or Torres Strait Islander people, People with Disability, people from culturally and linguistically diverse backgrounds, veterans, mature age workers and lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) people.

DIVISION OVERVIEW

The Office of Professional Leadership

The Office of Professional Leadership (OPL) provides professional advice and leadership across the ACT health system to help achieve safe, appropriate and effective health care for the ACT community. OPL consists of the following profession leads – the Chief Allied Health Officer, the Chief Medical Officer, the Chief Psychiatrist, the Chief Nursing and Midwifery Officer, and Chief General Practitioner and Primary Care Advisor.

OPL's key roles are to:

- Provide strategic professional leadership and policy direction for the ACT health system in the areas of allied health, general practice, medicine, nursing and midwifery and psychiatry

- Help deliver workforce reforms and workforce planning relevant to health professional staff
- Contribute professional and clinical expertise to achieve and maintain a safe, high quality health system for the ACT
- Optimise systems to support excellence in professional development, training and education of health professional staff
- Represent the ACT Government on national and international forums relevant to professional areas and clinical expertise, and
- Strengthen and develop health care services through supporting innovative models of care and service delivery.

BUSINESS UNIT OVERVIEW

The Chief Medical Officer oversees the Office of Chief Medical Officer (OCMO) that is responsible for supporting ACT-wide strategic health system medical workforce planning, and the Clinical System Governance Unit (CSGU) that is responsible for ACT health system-wide quality improvement and patient safety systems. The OCMO is also the point of liaison for intra-jurisdictional, inter-jurisdictional and national health quality and patient safety initiatives, national medical workforce issues as well as highly technical and high-cost therapeutics.

The OCMO has a decentralised internal structure with a focus on empowering team members to deliver to their full potential with a high level of independence and efficiency. The expectation of the Chief Medical Officer is for the team to provide sophisticated technical advice across diverse clinical issues and effectively manage several ACT-wide projects and frameworks focusing on strategic level engagement. This includes project managing the implementation of clinical system governance arrangements.

POSITION OVERVIEW

The Executive Support Officer reports to the Business Manager to ensure the smooth operation of the OCMO, CSGU and OPL. This position is part of a busy high-functioning team, and you will be required to use your knowledge, organisational skills, and flexible, positive approach to provide administrative support to the OCMO in a high-pressure working environment. The role requires a self-motivated, detail orientated person with strong time management and effective organisational skills, with the ability to think laterally, work under pressure and achieve deadlines in an environment of competing priorities. Commitment to excellent systems and practices, a collaborative approach, and the ability to be proactive while exercising sound judgement, flexibility, and discretion are the keys to success in this role.

Key responsibilities of the position are to support the Chief Medical Officer (CMO) including proactive diary and email management, responding to correspondence, coordinating and preparing meeting papers, processing invoices, credit card reconciliation and organising travel arrangements. You will also be required to manage and maintain the OCMO filing systems in TRIM and Objective and maintain efficient and effective office systems.

Under general direction, in accordance with the priorities and work practices of the CMO, you will also provide high level administrative support to the internal business units of the CMO, including Clinical Systems Governance and Office of Professional Leadership. This support may include the preparation of papers and drafting minutes and responses to incoming correspondence and providing support and advice for recruitment processes.

WHAT YOU WILL DO

Under general direction you will:

- Undertake daily administrative activities of the OCMO such as:
 - managing the diary of the CMO including organising meetings and keeping the CMO abreast of day-to-day activities including staff movement and upcoming events
 - monitoring, tracking and managing the flow of all incoming and outgoing correspondence using ACT Government records management systems, TRIM and Objective, and internal tracking systems
 - working with key staff in the OCMO, CSGU and OPL to ensure deadlines are met
 - managing incoming telephone calls and managing multiple inboxes and directing queries to the appropriate people within the OCMO or within the HCSD
 - liaising with Digital Canberra to provide troubleshooting support to staff, as needed
 - reviewing documents on request to ensure spelling, grammar and punctuation is used.
- As required, provide support for finance functions including:
 - processing invoices and accounts payable
 - preparing reconciliations and reporting regularly on expenditure.
- Undertake other duties appropriate to this level of classification which contribute to the operation of the section and the HCSD.

WHAT YOU REQUIRE

The information below describes the capabilities that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Proven organisational and office management skills including experience and confidence in using a variety of software programs including the Microsoft Suite and proficiency in/ability to learn government record keeping and finance systems.
2. Proven ability to exercise initiative, prioritise workloads and meet set deadlines.
3. Experience working with senior leaders, experts and colleagues in a collaborative approach to achieve organisational objectives.

Behavioural Capabilities

4. Proven liaison and communication skills with the ability to communicate on behalf of a senior leader under general direction and work independently in a collaborative team environment to effectively contribute to initiatives and outcomes.

5. Demonstrated ability to actively problem solve, use initiative and be flexible within the competing demands of a complex work environment.
6. Display behaviours that are consistent with the ACTPS values of Respect, Integrity, Collaboration, and Innovation.

Compliance Requirements/Qualifications

- Prior to commencement, the successful candidate will be required to undergo a pre-employment National Police Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Clinical Systems Data Officer (P58541) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Occasionally
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation: the position works in an activity-based working (ABW) environment. Under ABW arrangements, officers do not have a designated workstation/desk.	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Frequently
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Never
Exposure to potentially distressing case material	Occasionally

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never