

Position Description

Executive Assistant

POSITION	LEVEL	LOCATION	REPORTING RELATIONSHIP
Executive Assistant	SCHADS L3	Mt Lawley	Reports to Executive Director with dotted line reporting to Office and Executive Support Manager

ORGANISATIONAL CONTEXT

Health Consumers' Council WA (HCCWA) is an independent community-based organisation, which has operated since 1994, representing the consumer voice in health policy, planning, research and service delivery. We exist to ensure that health consumers' rights are upheld in the system at every level of decision making.

HCC provides an individual advocacy service to health consumers experiencing difficulties in the health system. We also facilitate respectful partnerships and inclusive, meaningful engagement at all stages and all levels so that people are able to access support to ensure diverse lived experience voices drive positive change.

POSITION OVERVIEW

This position provides expert administrative and governance support to the Executive Director and the HCC Board. This includes diary and travel management, secretariat support for Board committees, policy development and co-ordination, general office administration, and covering reception as required. This is a pivotal role in an agile and growing organisation and plays a key part in continually improving our management operations.

VISION, PURPOSE AND VALUES

Vision: Equitable, person-centred, quality health care, and improved health outcomes and experiences for everyone in WA

Purpose: To amplify and champion the voices of WA health consumers to drive positive outcomes in health and healthcare

Values

- **Equity and inclusivity:** We are proactive at seeking out and elevating the perspectives of people who are disadvantaged by existing structures
- **Compassion:** We bring kindness to the work we do and the way we treat each other. We care for our people supporting them so that they can care for others
- **Collaboration:** We prioritise relationships as the key to making change happen. We seek to bring all voices and experiences into discussions
- **Courage:** We are not afraid to stand up for consumer rights in the face of conflicting views
- **Care:** We take care of the community's perspectives and stories that are shared with us and are careful with the funds that we receive. We understand the privilege of doing this work and carry consumer stories into every encounter
- **Integrity:** As we hold health services to account, we also hold ourselves to account for upholding the highest standards of integrity and ethics in our work

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KEY RESPONSIBILITIES

Executive support

- Support the Executive Director by coordinating calendar appointments and liaising with key stakeholders as required
- Manage the Executive Director's inbox as well as the general HCC inbox, and incoming/outgoing mail ensuring communications are distributed, recorded and actioned in a timely manner
- Ensure good knowledge and document management by ensuring documents and other information are filed in line with organisational policies
- Draft external communications, including but not limited to letters, emails and invitations
- Update a variety of databases and IT systems with a high degree of accuracy including the Customer Relationship Management (CRM) system
- Assist with meeting and travel arrangements as required, including booking travel, drafting agendas, taking minutes
- Prepare meeting packs and assemble briefing information in advance of meetings

Governance support

- Organise and coordinate Board meetings and sub-committee meetings
- Prepare and collate meeting papers and draft minutes of meetings
- Maintain registers of Board attendance, decisions and actions

Corporate and office administration

- Assist the Leadership team in maintaining and improving operational systems and processes, including contributing to developing and reviewing organisational policies and procedures.
- Manage reception function ensuring the office and reception area and associated equipment is well-maintained, stocked, and organised, and be the first point of contact for stakeholders and consumers arriving at the office
- Liaise with external suppliers (e.g. IT, bookkeeper, landlord, tradespeople) where required.
- Resolve problems by analysing information, identifying, and communicating solutions.
- Maintain and reconcile HCC's petty cash and debit card finances.
- Coordinate incoming and outgoing invoices for payment, including following up outstanding invoices
- Manage booking requests for external use of HCC's training room and provide basic AV support (after training)
- Assist with meeting and event organisation as required

Individual Commitment

- Actively embrace and integrate HCC's purpose, vision and values into the role, and models appropriate behaviours
- Conform to HCC's conditions of employment; code of conduct; policies and procedures; and relevant legislation and standards
- Demonstrate a commitment to ongoing personal and professional development
- Display initiative and a confident ability to work autonomously as well as part of a small team, asking for help and guidance where appropriate
- Maintain the highest level of discretion and confidentiality both internally and externally

KEY OUTCOMES

- The Executive Director's diary is proactively managed enabling best use of their time
- The ED is provided with administrative support
- Relevant emails and documents are stored in line with organisational requirements

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- Within the scope of the role, opportunities to continuously improve how we work are identified and implemented
- Finance and administration processes are well-supported, documented and regularly reviewed.
- Relevant HCC databases and registers are maintained with accurate and up to date information.
- Board committee meetings are planned, run and documented efficiently and accurately

CULTURAL COMPETENCIES

- Willing to be guided by cultural advice from Aboriginal staff and Aboriginal community members
- Demonstrated awareness of the social determinants of health and the potential barriers to inclusion in employment and services experienced by people who are marginalised

EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS

Essential

1. A minimum of 2 years' experience in a similar Executive Assistant role with a deep understanding of the requirements for attention to detail and confidentiality
2. Well-developed interpersonal and verbal skills, with a demonstrated understanding of the sensitivity and empathy needed when communicating with vulnerable community members and senior stakeholders
3. Well-developed written communication skills, with the ability to write clearly and concisely for internal and external use
4. Excellent organisational skills, with high attention to detail and the ability to manage and prioritise deadlines and own workload with limited supervision
5. Demonstrated ability to use initiative and solve problems within own area of responsibility
6. Be adept, or be able to quickly become adept in, a range of office software programs including Microsoft Office 365 Suite, project management software, and accounting software

Desirable

7. A demonstrated interest in the aims and purpose of HCC, for example, experience as a health consumer representative or volunteering in a similar advocacy organisation
8. Experience working in community services and not for profit sector
9. Ability to develop and maintain productive relationships with diverse internal and external stakeholders, and navigate difficult conversations when required

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OTHER EMPLOYMENT REQUIREMENTS

- Must have the right to work in Australia
- National Police Clearance (obtained within the last six months), or the ability to obtain one if successfully appointed to the role
- Current Working With Children Check (obtained within the last six months), or the ability to obtain one if successfully appointed to the role

Creation Date: January 2026

Date to be reviewed: June 2028

Exec Director Approval:



Date: 16/01/26