

Position Description

At REDHS, our vision is to be a trusted leader in our local rural health care. **Growing Together – Our People, Our Culture, Our Future.** reflects our commitment to achieving this by fostering a workplace where people feel valued, respected and connected.

As a trusted service provider, our actions shape our culture and influence the experience of those we serve. This Position Description outlines the responsibilities and expectations of the role and its contribution to our mission and strategic objectives. At REDHS, how we achieve outcomes is as important as the outcomes themselves. All employees are required to comply with the REDHS values and demonstrate them consistently in their daily work to support our people, strengthen our culture and positively impact our community.

Position Title	Business Support Officer / Governance Administrator
Position ID	
Department	Executive – CEO office
Award	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025 - 2027
Classification	To be negotiated based on experience
Employment Type	Full Time / Part-time
Reports To	Chief Executive Officer
Direct Reports	Nil
Date Document Approved	Sept 2026
Approved by	Mary Manescu, CEO
Purpose of Position	
The role provides high-level business administration and governance support to the Chief Executive Officer, with a strong focus on enabling efficient coordination of the executive office performance. The position plays a critical role in coordinating Board and Executive meetings as well as timely delivery of organisational priorities including business performance and statutory reporting. A key feature of this role is driving continuous improvement through the adoption of technology and automation, including the use of AI-enabled tools, to streamline processes and enhance effective use of business applications The role also supports clear and consistent organisational communication, ensuring key messages, updates and reporting are effectively coordinated and delivered.	

Key Accountabilities & Performance Indicators (Focus on 6–8 high-impact areas)

Key Accountabilities (Strategic Focus)	Performance Indicators (Measures of Success)
1. Executive Office coordination - Provide high-level administrative coordination for the CEO office including annual workplans - Support preparation of meeting packs, briefing papers, reports, correspondence, and presentations - Track key actions and follow up on commitments arising from meetings, operational and strategic plans - Monitor timelines and proactively follow up across the organisation	- High-quality, timely agenda packs with minimal rework - Meeting deadlines consistently achieved - Positive feedback from CEO, Committee Chairs, Executives and Leadership team

2. Business administration • Maintain governance registers, records and documentation • Ensure document control, confidentiality and compliance with legislative standards • Assist with tracking of organisational performance, highlighting delays or variances • Coordinate inputs for funding submissions, grants and contractual reporting obligations • Work with operational teams to coordinate reporting, governance and performance outcomes • Coordinate the development and delivery of the Annual Report, statutory reporting obligations and audit requirements • Contribute to process improvements that enhance business efficiency and outcomes	• Annual Report delivered on time and to required standard • Audit and compliance requirements followed up and closed in a timely way • Accurate and accessible governance records • Improved visibility of organisational performance and risks • Efficient and effective business processes
3. Records, Documentation & Information Management • Maintain accurate and compliant electronic records and document systems • Ensure governance and executive documentation is well organised and retrievable • Uphold confidentiality and privacy standards at all times	• Efficient document retrieval and audit readiness • Compliance with information governance requirements
4. Adoption of modern systems and technology • Identify and implement opportunities to improve administrative systems • Leverage digital tools to automate manual tasks and streamline processes to reduce duplication and inefficiencies • Introduce efficient document management, tracking and reporting processes • Build capability across teams in using systems effectively	• Reduction in manual handling / time consuming administrative tasks • Improved efficiency and turnaround times Adoption of systems across teams
5. Communication, Engagement & Digital Presence • Coordinate and support internal and external communications from the CEO Office • Prepare and distribute organisational updates including newsletters, CEO communications and key announcements • Support the management and updating of digital channels (e.g. website, intranet, social media), ensuring content is current, accurate and aligned with organisational priorities • Assist in coordinating communication activities related to organisational initiatives • Ensure all communications are consistent with branding, tone and organisational messaging • Identify opportunities to streamline communication processes using digital tools and automation	• Timely and high-quality newsletters and organisational updates • Consistent, accurate and well-maintained digital platforms • Clear and effective communication of key organisational messages • Improved efficiency in communication processes through use of technology

6. Stakeholder Engagement • Act as a key liaison between CEO, Executive, Board and key stakeholders • Coordinate contributions from across the organisation for key deliverables • Support communication flow across governance and executive processes	• Strong collaboration and responsiveness across teams • Minimal delays due to communication gaps
7. Culture & Values Actively demonstrates and embeds the REDHS values in all actions, decisions and interactions, contributing to a safe, respectful, inclusive and high-performing culture aligned to Growing Together: Our People. Our Culture. Our Future.	• Consistently demonstrates behaviours aligned to REDHS values in daily practice. • Treats consumers, colleagues and community members with respect, fairness and professionalism. • Takes personal accountability for actions, follows through on commitments and raises concerns appropriately. • Contributes positively to team culture and psychological safety. • Participates in engagement, learning and improvement activities that strengthen service quality and sustainability. • Uses organisational resources responsibly and supports environmentally and financially sustainable practices.

Key Relationships

Internal Relationships
• Chief Executive Officer • Executive Team • Managers and Leadership Team Leaders of Business Units • Board Directors
External Relationships (Community, Industry etc)
• Government departments and regulators • Auditors and governance bodies • Community and sector stakeholders

Key Selection Criteria & Capabilities

Key Selection Criteria
Qualifications
• Strong understanding of governance, business and administrative systems • Ability to work with operational information (performance reports, KPIs) • Advanced Microsoft 365 and digital systems capability • Experience with board/agenda and document management systems • Ability to quickly adopt and utilise new technologies, including AI tools • Experience supporting organisational communications (desirable) • Experience coordinating complex reporting or organisational deliverables (e.g. Annual Report) • Experience working in public sector or health (desirable)

Technical and Professional Capabilities
• Demonstrated understanding of financial, operational and governance processes in a complex organisation • Ability to interpret and work with financial and performance information (budgets, reports, KPIs) • Strong analytical and problem-solving capability to support business decision-making • Advanced digital literacy (Microsoft 365, document management, board/agenda systems) • Ability to leverage and adopt new technologies and AI tools quickly • Strong document preparation and quality assurance skills
Personal & Leadership Capabilities
• Highly organised with strong attention to detail • Proactive and solutions-focused approach • Strong stakeholder engagement and communication skills • Ability to manage multiple priorities and deadlines • High level of discretion and confidentiality

Growing Together – Our People. Our Culture. Our Future.

REDHS Values and Behaviours	
Our culture is shaped by the values and behaviours we demonstrate every day, and our commitment extends beyond our organisation into the community we serve. Employees are required to comply with the REDHS Values, as the way we behave in the workplace and the manner in which we undertake our roles is just as important as how we perform the tasks associated with them. We expect all employees to embrace the REDHS Values and demonstrate them consistently in their daily work, contributing positively to our people, strengthening our culture, and supporting our community.	
R	Reliability We are trustworthy and consistent in everything we do, ensuring safe, high-quality care for our patients, residents, and the community at all times.
E	Engagement We work collaboratively with colleagues, patients, and our community to address challenges, create opportunities, and bring about positive change in rural health and wellbeing.
D	Diversity We respect and embrace the unique needs, experiences, and perspectives of every individual, ensuring culturally safe and inclusive care for all.
H	Hospitality We welcome and treat everyone with warmth, empathy, and generosity, creating a positive and compassionate experience for patients, families, colleagues, and visitors.
S	Sustainability We deliver care responsibly today while making decisions and using resources that safeguard the health, wellbeing, and future of generations to come.

Employment Obligations

Employment Principles
REDHS is committed to the employment principles that reinforce the public sector values. These principles ensure: • Employment decisions are based on merit and employees are treated fairly and reasonably • Employees have a reasonable avenue of redress against unfair or unreasonable treatment • Equal employment opportunity is provided • Human Rights are upheld in accordance with the Charter of Human Rights and Responsibilities Act 2006
Professional Conduct and Organisational Compliance
Employees of REDHS must perform the inherent requirements of their role to a professional standard and comply with all REDHS policies, procedures, Codes of Conduct, values and lawful directions, as well as applicable legislation, industrial instruments and accreditation standards.

All staff must demonstrate the REDHS Values, maintain confidentiality, access information only as required for legitimate work purposes, participate in the Performance Review and Development program, complete mandatory training and engage in relevant professional development.

Personal Centred Care

All staff are required to support the REDHS “This is Me” philosophy by treating all individuals with dignity and respect, supporting informed decision-making and providing care and service that recognises individual needs and rights.

Work Health Safety & Risk

All employees must take reasonable care for their own health and safety and that of others, follow safe work practices, use personal protective equipment as required, report hazards, incidents and risks in accordance with REDHS systems, participate in emergency preparedness activities and contribute to organisational risk management and continuous quality improvement.

Clinical Practise Requirements (Clinical roles)

Employees in clinical roles must maintain current registration and/or licensing, practise within their approved scope, complete required competencies, deliver safe person-centred care aligned with NSQHS and professional standards, and participate in clinical risk management and multidisciplinary collaboration.

Employment Conditions

Appointment and ongoing employment are subject to satisfactory pre-employment checks including Police Records Check, Working With Children Check (where applicable), NDIS Worker Screening Check for identified risk-assessed roles, and staff immunisation clearance in accordance with REDHS policy, as well as disclosure of any pre-existing condition that may affect the inherent requirements of the role.

Additional Requirements

Position Review

- This Position Description may be reviewed and amended at any time, with approval from the relevant Director and in consultation with the employee.
- Appointment is subject to satisfactory Staff Immunisation clearance and required pre-employment checks, including a Police Records Check, Working With Children Check and, where applicable, an NDIS Worker Screening Check.
- This document outlines the general duties and responsibilities of the role and is not exhaustive.
- An initial performance review will occur within three months of commencement and annually thereafter. These discussions provide an opportunity to review responsibilities, clarify expectations and set objectives for the year ahead.

Acceptance of the Position

This Position Description:

- Is to be read in conjunction with the employee’s Contract of Employment, applicable Enterprise Agreement, and REDHS policies, procedures and Codes of Conduct.
- May be amended from time to time in consultation with the employee.
- Reflects the general duties and responsibilities of the role and is not intended to be exhaustive.

By signing below, the employee acknowledges that they have read, understood and agree to comply with the requirements and responsibilities outlined in this Position Description and associated employment documentation.

Name	
Date	
Signature	