



## POSITION DESCRIPTION

*STARTTS is committed to Equal Employment Opportunity (EEO) and anti-discrimination policies.*

**POSITION NUMBER: 1010-1**

**Date reviewed/created:** October 2024

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**POSITION TITLE:** Executive Assistant to the CEO

**TEAM:** Executive Support

**LOCATION:** Carramar

**AGREEMENT:** "NSW (Non-Declared) Affiliated Health Organisations' Health Employees Agreement 2019".

**CLASSIFICATION:** Health Manager Level 1

A generous salary packaging scheme is also offered.

**VACCINATION REQUIREMENT:** Category B

**PERIOD OF APPRAISAL:** Performance will be assessed within 3 months of commencement and a 6 month probationary/qualifying period will also apply.

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### Background to STARTTS

STARTTS is a state-wide service funded by the NSW Department of Health and Commonwealth Department of Health to provide high quality assessment, treatment and rehabilitation services to people living in NSW who have experienced organised violence or trauma associated with the refugee experience. STARTTS is an Affiliated Health Organisation (AHO), a Non-Government Organisation whose services are deemed to be part of the NSW public health system.

STARTTS' service provision philosophy is predicated on a bio-psycho-social framework that incorporates a large range of clinical and psycho-social interventions informed by the latest advances in neuroscience and evidence based practice in relevant fields. As such, STARTTS provides a broad range of services including assessment; counselling for all age groups; psychiatric assessment and interventions; family therapy; group interventions; body-focused interventions such as massage, physiotherapy, acupuncture and pain management groups; support groups; programs for children and youth; and various strategies to increase the capacity of support networks and refugee communities to sustain their members.

The focus of the STARTTS' approach is on building capacity and empowering people and communities to take control over their own lives, using a strengths-based approach and building on individual, family, community and cultural strengths.

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### Background to the Program Area of the Position

STARTTS has undergone substantial growth since becoming an Affiliated Health Organisation. This growth is likely to continue into the foreseeable future, given changes in arrival numbers and source countries, as well as program funding areas. Changes have included substantial increases in staff numbers (particularly in the Direct Services and Clinical areas), growth in the number of offices and teams, an increased presence in rural and regional areas, increased national and international commitments and evolving funding structures.

With this growth, there is an increasing demand on the Executive to effectively manage the organisation. Development and management of an appropriate executive support function for STARTTS and promotion of agency support structures is crucial to managing the work of an expanding organisation. These support mechanisms are essential for managing the expanding workforce and maintaining operational efficiency. The Executive's ability to integrate a forward-looking strategy, alongside day-to-day operations, will be

essential in navigating the complex landscape of changing program demands, multi-sector collaborations, and diverse funding streams. As the organisation continues to grow, the support and strategic capacity provided by this executive function will play a pivotal role in shaping the future direction of STARTTS.

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#### **ORGANISATIONAL RELATIONSHIPS:**

1. Responsible to: *Executive Support Manager*
2. Responsible for: *NIL*

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#### **ESSENTIAL REQUIREMENTS:**

1. Proven experience supporting C-level executives in a strategic administrative capacity.
2. High-level problem-solving skills, with the ability to make decisions that impact strategic outcomes.
3. Exceptional stakeholder management and communication skills, both verbal and written, including the capacity to liaise at the senior management and board levels.
4. Demonstrated ability to implement strategic decisions and manage complex schedules.
5. Advanced knowledge of office management systems and applications including Microsoft Office Suite, One Drive, and Sharepoint and project management tools.
6. A keen understanding of confidentiality, high-level discretion, and professional judgment in all matters pertaining to the CEO's office.
7. Ability to manage complex and competing priorities in a high-pressure environment.
8. Ability to work independently and in culturally and linguistically diverse teams, adapting work practices to changing needs.
9. Current NSW Driver's License.

#### **Desirable Criteria:**

1. Experience working in a multicultural and multidisciplinary environment and/or the non-profit or public health sector.
2. Formal qualifications in business administration or management.

\*This position is not considered child-related employment and will require a National Police Check.

#### **VACCINATION REQUIREMENTS**

**\*This role is a Category B role.** While it is strongly recommended that **Category B** workers be vaccinated for COVID-19, influenza, and other transmissible diseases, it is not mandatory to have these vaccinations.

Should you be unable to comply with the vaccination recommendations before your commencement date, it will not affect your offer of employment.

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#### **BRIEF DESCRIPTION OF ROLE**

The Executive Assistant to the CEO will play a pivotal role in ensuring strategic and operational alignment across multiple areas. This includes providing high-level decision support and leadership in managing complex relationships with internal and external stakeholders. The role is responsible for equipping the CEO with the necessary information and resources to effectively manage the expanding organisational structure and meet strategic goals.

Additionally, the Executive Assistant provides a comprehensive range of high-level personal and administrative support to the CEO. This includes managing the CEO's personal and professional schedules, facilitating communication, and ensuring preparedness for all engagements. The role is central to delivering proactive, efficient support for all matters related to the CEO's office, including liaising with

the Board, Senior Management, staff, community leaders, and Government stakeholders. Close collaboration with the Executive Support Team ensures seamless support for the CEO and the Executive.

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### **PRIMARY OBJECTIVES:**

1. Provide high-level logistical and professional support to the CEO, including managing complex correspondence, communication, and decision-making processes that impact the organisation's direction.
2. Oversee and maintain the CEO's professional schedules, including high-level diary management, travel coordination, and logistical planning, ensuring alignment with the organisation's strategic priorities.
3. Serve as a strategic liaison between the CEO and internal/external stakeholders, fostering strong relationships and ensuring effective communication with key partners, government officials, community leaders, and Board members.
4. Support the CEO in preparing for high-profile meetings, events, and presentations by compiling and delivering comprehensive briefing materials, strategic reports, and other key documents.
5. Collaborate with the Executive Support team and relevant departments to ensure the CEO's strategic, operational, and administrative needs are efficiently and proactively met, contributing to the overall organisational goals.
6. Manage key internal stakeholder relationships to ensure effective communication between the CEO and staff, including via an open-door policy.

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### **PRIMARY DUTIES:**

#### **1. Executive Leadership Support**

- 1.1. Act as strategic support to the CEO, providing high-level executive assistance in the development and execution of organisational strategies.
- 1.2. Support the CEO and DCEO to coordinate cross-departmental initiatives and collaborate with external stakeholders on multi-sector projects to further organisational objectives.
- 1.3. Assist in managing relationships with government, community leaders, and international bodies to promote the agency's mission.
- 1.4. Prepare briefing documents, policy recommendations, and reports for executive and board-level review.
- 1.5. Lead coordination of governance and compliance efforts, ensuring alignment with NSW Health standards and regulatory requirements.

#### **2. Strategic and Operational Oversight**

- 2.1. Manage the CEO's daily and long-term schedules, ensuring alignment with strategic priorities and operational demands.
- 2.2. Provide leadership in project management, facilitating the execution of key strategic initiatives and working closely with cross-functional teams to ensure smooth operational workflows.
- 2.3. Monitor and report on the CEO's discretionary spending and expenses, ensuring accurate tracking for financial reporting.
- 2.4. Oversee the coordination of high-profile events, conferences, and special projects, ensuring excellence in execution and alignment with the CEO's goals.
- 2.5. Maintain tidiness and organisation of the Executive office. Ensure the office and ad hoc meeting venues are fully stocked with necessary materials (including refreshments, stationery, and equipment) and that they are prepared for meetings.
- 2.6. Maintain and organise files, records, and documents related to the CEO's activities.

- 2.7. Assist the CEO and DCEO with personnel and staff recruitment functions in liaison with the HR and Training Teams.
- 2.8. Organise relief support to STARTTS' Executive Support as required.
- 2.9. Handle personal tasks and errands for the CEO, ensuring personal commitments are balanced with professional ones (e.g., personal appointments, family matters).
- 2.10. Attend to a wide variety of day-to-day functional and administrative tasks, following up on pending matters as necessary.

### **3. Stakeholder and Communications Management**

- 3.1. Serve as the primary liaison between the CEO and internal/external stakeholders, managing high-level communications and fostering collaborative relationships.
- 3.2. Coordinate and manage incoming and outgoing correspondence, including emails, phone calls, and mail.
- 3.3. Draft and edit high-level correspondence, reports, and presentations for senior management, ensuring clear and effective communication.
- 3.4. Ensure that the CEO and DCEO are aware of all important communications and deadlines, providing reminders as necessary.
- 3.5. Organise and coordinate meetings, including setting agendas, associated catering and amenities, taking minutes, and following up on action items.
- 3.6. Support the CEO in representing the organisation in external forums, facilitating key partnerships and networking opportunities.
- 3.7. Circularise correspondence within the organisation from CEO office.
- 3.8. Collate and communicate key information to assist the CEO in informed decision-making.

### **4. Continuous Improvement and Governance**

- 4.1. Lead initiatives aimed at improving operational efficiencies within the Executive Office and the broader organisation, including policy and procedure development.
- 4.2. Ensure ongoing risk management and compliance, identifying areas for improvement and implementing strategies to mitigate potential risks.
- 4.3. Support quality improvement initiatives in line with STARTTS' mission and objectives.
- 4.4. Maintain confidentiality and discretion in all matters related to the CEO and the organisation.
- 4.5. Ensure the security and confidentiality of all Executive-related records and information.

### **5. Other Key Responsibilities**

- 5.1. Provide mentorship and leadership to the Executive Support Assistant. Delivering accurate and consistent work within a high-volume environment.
- 5.2. Demonstrate flexibility and persistence in balancing the needs of competing demands, which may have a range of deadlines.
- 5.3. Collaborate with senior management to align the CEO's vision with operational capabilities, providing continuous feedback and improvements

### **6. Personnel**

- 6.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 6.2. Participate actively in the STARTTS Performance Management program and contribute to the development of an annual work plan that aligns with the organisation's Strategic Plan.

- 6.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 6.4. Participate in STARTTS staff meetings and other relevant meetings.
- 6.5. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 6.6. Participate in identifying quality improvement initiatives/strategies.
- 6.7. Attend and participate in all training opportunities identified for the role.
- 6.8. Liaise with and seek senior advice as required.

**7. As a STARTTS employee you are expected to:**

- Have commitment to Human Rights, EEO, WHS and Safe Work Practices.
- Carry out the role and responsibilities in a manner that is consistent with delegations, policies, procedures and operations systems of STARTTS and in line with STARTTS Code of Conduct.
- Maintain confidentiality and exercise discretion in relation to all STARTTS matters.
- Actively seek to improve skills and knowledge that will benefit the organisation.
- Project a professional image at all times and in all situations.
- Undertake any other duties that may be required within the area of work.

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**Equal Employment Opportunity and Staff Relationships:**

- STARTTS is an Equal Employment Opportunity (EEO) employer and encompasses its philosophy and practice.
- STARTTS rejects racism and sexism in all its forms and is committed to the elimination of racial and gender discrimination including direct and indirect racism and sexism, racial vilification, and harassment.

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**STARTTS Workplace Policies**

You must observe and comply with the provisions set out in any and all written policy, practice or procedure of STARTTS. A breach of STARTTS' policies, practices and procedures may result in disciplinary action up to and including termination of your employment.

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**Induction and Orientation:**

- Participate in an Induction and Orientation program with STARTTS.
- Obtain access to Trello and Organimi, which are tools STARTTS utilises for planning, coordination, and project management.
- Provide a clear, passport-style photograph for your profiles on each platform to maintain a visible and identifiable contact within the organisation.

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**Work Health & Safety Responsibilities:**

- Comply with STARTTS WHS policies and procedures.
- Work with due care and consideration to safeguard your own health and safety and the health and safety of others, and to report to your Supervisor any potential hazards, mishaps, incidents or injuries that may occur or become aware of during the course of work.

**Risk Management Responsibilities:** All staff have a responsibility to identify any risks (i.e., the chance of something happening that will have an impact on the objectives of the organisation) in the course of their work and to inform their supervisor, as per the *STARTTS Risk Management Policy and Program*.

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**Smoke-free Workplace**

STARTTS is completely smoke-free. This means that smoking is not allowed in any STARTTS' buildings, vehicles or grounds, there are no designated smoking areas. As an employee you are required to comply with the 'Non-smoking' Policy.

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I have read the **Executive Assistant to the CEO** Position Description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must also comply with STARTTS' policies and procedures and can be required to work in any location under the jurisdiction of STARTTS.

I also agree to strictly observe STARTTS' policy on confidentiality of client information or such other sensitive or confidential information that I may come across in the course of my employment.

**Employee Name:**

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*Please print*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**CHIEF EXECUTIVE OFFICER: Jorge Aroche**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**The review for this Position Description is due: October 2026**