Department of Rural Health
Faculty of Medicine, Dentistry and Health Sciences

Student and Programs Officer

POSITION NO 0052952

CLASSIFICATION UOM 5

SALARY $75,011 - $86,158 p.a (pro rata for part-time)

SUPERANNUATION Employer contribution of 17%

WORKING HOURS Full-time (1.0 FTE)

BASIS OF EMPLOYMENT Continuing

OTHER BENEFITS https://about.unimelb.edu.au/careers/staff-benefits

HOW TO APPLY Online applications are preferred. Go to http://about.unimelb.edu.au/careers, select the relevant option ('Current Opportunities' or 'Jobs available to current staff'), then find the position by title or number.

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Please do not send your application to this contact

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers
Position Summary

The Department of Rural Health (the Department) is based in Shepparton, but also conducts its activities in Ballarat, Bendigo, Wangaratta and many other locations. The Department’s funding comes predominately from the Department of Rural Health’s Rural Health Multidisciplinary Teaching Program, combining two programs, the “Rural Clinical School (RCS) program” and the “University Department of Rural Health program”, as well as several other smaller programs. The Department also provides clinical education in rural locations for other professional disciplines in the Faculty of Medicine Dentistry and Health Sciences (MDHS).

Reporting to the Rural Clinical School Manager, the Student and Programs Officers are an integral component of the RCS Team. The team works collaboratively to deliver a range of support functions contributing to the successful delivery of the Doctor of Medicine (MD) program to RCS students across the four RCS campuses. Each position is responsible for a year level within the MD program in addition to site specific responsibilities.

These roles require highly effective teamwork skills, a client service focus and the ability to prioritise workload. The incumbents are responsible for delivery of quality service to a range of stakeholders, including students, academic and professional staff across sites. The incumbent is expected to contribute to planning, quality assurance and continuous improvement and to maintain an awareness of Department, Faculty and University values, policy and activities relevant to the scope of the position.

This position is based in Wangaratta.

1. Key Responsibilities

- Independent administration of a portfolio of academic program activities related to the delivery of the Doctor of Medicine (MD) across RCS sites.
- Completion of a range of student lifecycle activities including but not limited to: timetabling; tutorial group allocation; class lists; attendance tracking; assessment and results collation; communication with students and academic support.
- Management of student enquiries via email and phone.
- The provision of support as a member of the Rural Clinical School Team for a number of tasks including:
  - Student selection, including preparations for the MD (Rural) Multi Mini Interview (MMI) process
  - Processing short leave of absence applications
  - Communicating with students through a variety of platforms including MDConnect, Star Rez and Canvas (LMS)
  - Administering clinical and written examinations as directed by the Student and Program Coordinator(s)
  - Planning and coordinating RCS student events
- Provide secretarial support to committees and working groups as required
- Contribute to the development of administrative processes by reviewing existing policies, guidelines and procedures and recommending changes to the RCS team, and providing assistance with the implementation of new guidelines and procedures where required.
- Assist with the preparation of accurate and appropriate documentation and reports
- Foster a commitment to teamwork and promote a supportive work environment
Provide support to other members of the team and professional staff at affiliated sites
Provide assistance with other appropriate tasks as identified by the RCS Manager

We invest in developing the careers and wellbeing of our students and staff and expect all our staff to live our values of:

- Collaboration and teamwork
- Compassion
- Respect
- Integrity
- Accountability

2. Selection Criteria

2.1 ESSENTIAL

- An appropriate tertiary qualification and/or an equivalent combination of relevant experience and education/training
- Excellent written and verbal communication and interpersonal skills, including the ability to build effective connections with a variety of stakeholders and to produce clear, effective written materials
- Highly developed organisation skills and excellent attention to detail
- Experience in an administrative role supporting a range of functions, including the provision of advice about, and interpretation of, policies and procedures
- A demonstrated commitment to client service principles including the ability to be flexible and to anticipate, and be responsive to, client needs
- Proven ability to work with minimal supervision, set objectives, prioritise work and meet deadlines to produce quality output
- Demonstrated ability to take on a range of processes within a team environment, including liaison with various stakeholders, prioritisation of tasks and ability to deal with competing demands
- Demonstrated high level of proficiency in the use of standard application software such as the Microsoft Office suite

2.2 DESIRABLE

- Experience in the use of a university Student Management System (Student One)
- Knowledge of University policies and procedures

2.3 OTHER JOB RELATED INFORMATION

- This position requires the incumbent to hold a current and valid Working with Children Check.
- As the position requires travel to locations not easily accessible by public transport, the incumbent will need to have a current Victorian drivers’ licence.
- A flexible approach to working hours is necessary, as this role will require some work outside normal hours and travel to support the operations of the Rural Clinical School.
3. **Job Complexity, Skills, Knowledge**

--- PROFESSIONAL STAFF ONLY ---

**31 1 LEVEL OF SUPERVISION / INDEPENDENCE**

The incumbent will work independently under general direction and as a contributing member of the RCS team.

**32 2 PROBLEM SOLVING AND JUDGEMENT**

The incumbent is responsible for the coordination and administration of the day to day requirements of a year level cohort of the Doctor of Medicine program.

**33 3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE**

The incumbent is expected to be knowledgeable in local and school level rules, policies and procedures and how they interact with other faculty and university functions in order to negotiate and accomplish required outcomes. Effective demonstration of promotion of University values including diversity and inclusion and high standards of ethics and integrity.

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4. **Equal Opportunity, Diversity and Inclusion**

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University’s People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people’s age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Growing Esteem.

5. **Occupational Health and Safety (OHS)**

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable to positions are published at:
These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

6. Other Information

6.1 DEPARTMENT OF RURAL HEALTH

http://www.ruralhealth.unimelb.edu.au/

The School of Rural Health was established in February 2002 and became the Department of Rural Health in 2010 when it was incorporated into the Melbourne Medical School. In 2015, the Centre was renamed the Department of Rural Health (DRH), Melbourne Medical School. It currently incorporates the Australian Government Department of Health and Ageing designated ‘University Department of Rural Health’ (1998) and the Rural Clinical School (2001). The Department attracts the majority of its funding from the Commonwealth Department of Health and Ageing through programs aimed at establishing a rural-focused national network of medical and health professional training. The Department enables undergraduate health professionals to undertake a significant period of their training in rural environments and provides rural communities with greater access to teaching and research facilities and greater clinical support.

The Department of Rural Health’s largest campus is at Shepparton, in buildings adjacent to Goulburn Valley Hospital. It has other major campuses at Ballarat, working closely with Ballarat Health Services, and at Wangaratta, with Northeast Health Wangaratta. Students are also placed in smaller towns. New facilities have been established as part of the Northern Victorian Rural Medical Education Network (NVRMEN) initiative include consulting rooms in general practice, and lecture and skills centre facilities across Northeast Victoria.

Rural Health programs include:

Rural Clinical School (RCS) – one of six University of Melbourne clinical schools developed to teach 25% of students for at least 1 year of their clinical training. The RCS takes approximately 60 Commonwealth supported students each year. Within these numbers the Extended Rural Cohort (ERC) is comprised 30 students per year recruited from Northern Victoria who spend their entire clinical training time at the RCS.

Australian Government Department of Health and Ageing designated ‘University Department of Rural Health’ (UDRH) – a multidisciplinary, population health-based approach involving partnerships with a range of health providers underlies teaching and research activities. A three-week rural health module is compulsory for all University of Melbourne medical students and student placements are organised for medical and allied health students. The UDRH assists the La Trobe University School of Nursing in the delivery of a Bachelor of Nursing Science course in the Shepparton region. Aboriginal health activities are undertaken in partnership with the local Aboriginal community.

The Department of Rural Health also houses the Centre of Excellence in Rural Sexual Health (CERSH) which was established in March 2009.
62  2  FACULTY OF MEDICINE, DENTISTRY AND HEALTH SCIENCES

www.mdhs.unimelb.edu.au

The Faculty of Medicine, Dentistry & Health Sciences has an enviable research record and is the University of Melbourne’s largest faculty in terms of management of financial resources, employment of academic and professional staff, teaching of undergraduate and postgraduate (including research higher degree) students and the conduct of basic and applied research. The Faculty’s annual revenue is $628m with approximately 55% of this income related to research activities.

The Faculty has a student teaching load in excess of 8,500 equivalent full-time students including more than 1,300 research higher degree students. The Faculty has approximately 2,195 staff comprising 642 professional staff and 1,553 research and teaching staff.

The Faculty has appointed Australia’s first Associate Dean (Indigenous Development) to lead the development and implementation of the Faculty’s Reconciliation Action Plan (RAP), which will be aligned with the broader University – wide plan. To enable the Faculty to improve its Indigenous expertise knowledge base, the Faculty’s RAP will address Indigenous employment, Indigenous student recruitment and retention, Indigenous cultural recognition and building partnerships with the Indigenous community as key areas of development.

63  3  THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Further information about working at The University of Melbourne is available at http://about.unimelb.edu.au/careers

64  4  ADVANCING MELBOURNE

The University’s strategic direction is grounded in its purpose. While its expression may change, our purpose is enduring: to benefit society through the transformative impact of education and research. Together, the vision and purpose inform the focus and scale of our aspirations for the coming decade.

Advancing Melbourne reflects the University’s commitment to its people, its place, and its partners. Our aspiration for 2030 is to be known as a world-leading and globally connected Australian university, with our students at the heart of everything we do.

We will offer students a distinctive and outstanding education and experience, preparing them for success as leaders, change agents and global citizens.

We will be recognised locally and globally for our leadership on matters of national and global importance, through outstanding research and scholarship and a
commitment to collaboration.

We will be empowered by our sense of place and connections with communities. We will take opportunities to advance both the University and the City of Melbourne in close collaboration and synergy.

We will deliver this through building a brilliant, diverse and vibrant University community, with strong connections to those we serve.

The means for achieving these goals include the development of the University of Melbourne’s academic and professional staff and the capabilities needed to support a modern, world-class university. Those means require a commitment to ongoing financial sustainability and an ambitious infrastructure program which will reshape the campus and our contribution to the communities we engage with. This strategy, and the priorities proposed, is centred around five intersecting themes: place, community, education, discovery and global.

5 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at https://about.unimelb.edu.au/strategy/governance