SENIOR STUDENT PLACEMENT OFFICER

DEPARTMENT/UNIT Faculty Medicine, Nursing and Health Sciences
FACULTY/DIVISION School of Primary and Allied Health Care
CLASSIFICATION HEW Level 6
DESIGNATED CAMPUS OR LOCATION Peninsula campus

ORGANISATIONAL CONTEXT

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

The Faculty of Medicine, Nursing and Health Sciences (MNHS) is the largest faculty at Monash University, and offers the most comprehensive suite of professional health training in Victoria. We consistently rank in the top 40 universities worldwide for clinical, pre-clinical and health sciences.

We want to improve the human condition. That is our vision - it has no expiration date. Through academic health centres, other translational models and by educating the healthcare workforce of the future, our staff, students and alumni directly improve quality of life.

Contributing to the global health care agenda, the Faculty aspires to lead in all areas of its research activity and influence local, national and international policy to improve health and social outcomes and health inequalities. We’ve made a major impact in the world of medical research and become globally recognised for our quality education of over 41,000 doctors, nurses, and allied health professionals.

We are ambitious and aim to maintain our position as a leading international medical research university. We’re recognised for the breadth and depth of our research, for our commitment to translational research, for the quality and scale of our research capability, and as a thriving biotechnology hub.

To learn more about the Faculty, please visit www.monash.edu/medicine.

The School of Primary and Allied Health Care (SPAHC) is a newly established school with an organisational hub at the Peninsula campus. The School aims to be Australia’s leading centre of primary and allied health care education and research, building on existing strengths in emergency medicine, physiotherapy and occupational therapy by integrating new research areas, including: rehabilitation, addiction and family violence. The SPAHC is a leader in primary and allied care research, teaching and service. The School provides high quality primary care programs at undergraduate and graduate entry levels, specialised professional graduate coursework programs and higher degrees by research. The School currently includes the Departments of General Practice,
The School's Departments and Centres are situated across the Caulfield, Clayton, Peninsula and Notting Hill campuses. For more information about us and the work we do, please visit: www.monash.edu/medicine/spahc.

POSITION PURPOSE

The Senior Student Placement Officer is a critical role in the student placement administration team. The incumbent will be involved in the establishment, development and operationalisation of processes and systems which will support the continuous improvement of the administration of student placements. The incumbent will be responsible for relationship management tasks, including sourcing, allocating, evaluating and accurately documenting student placements. This position draws on both administrative expertise and the ability to make well-reasoned, policy-based decisions as well as being innovating by finding creative solutions to existing problems. The role works closely with the Team Leader, Student Placements and will be required to act as a representative and/or project lead for the School on various working groups/projects/committees. The role will be actively contributing to the strategic vision of the School, Faculty and the wider university.

Reporting Line: The position reports to the Team Leader, Student Placements Administration under general direction

Supervisory Responsibilities: This position may provide direct supervision for up to three staff

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Lead strategic priority areas and/or speciality fields of practice by sourcing, negotiating, growing and evaluating student placements within these areas, and engage in strategic planning with key staff around placement priorities, requirements and opportunities.

2. Deliver high-level and effective service to clients, including prompt issues resolution and adherence to privacy, confidentiality, placement priority and compliance requirements.

3. Actively initiate, participate in, develop and implement continuous improvement activities relating to practices/protocols, quality assurance standards and customer service excellence for the School Student Placements Team and enhance service for student placements within the School.

4. In consultation with the Academic Placement Coordinators and other senior staff, allocate best-fit students to placement opportunities based on a complex range of student and organisational variables, and ensuring support and service excellence for Monash students.

5. Maintain accurate database records of agencies/partners and placements, utilising placement booking systems to support placement activities.

6. Develop marketing and information materials for potential and current placement agencies/partners, and maintain up to date agreement and schedule documentation for partner organisations, ensuring clear communication to partners on Monash’s compliance and pre-placement documentation requirements, and negotiate where necessary around partner requirements.

7. Contribute to process improvement initiatives for the School's placements and developing, refining and documenting processes and procedures to enable consistency and enhance service for student placements within the School.

8. Build and sustain relationships with an extensive network of internal and external stakeholders, including students, agencies, engaging in tactful, diplomatic and professional communication, including through
written, in-person and phone communication, and participate in knowledge sharing and development opportunities.

9. Other duties as directed from time to time

**KEY SELECTION CRITERIA**

**Education/Qualifications**

1. The appointee will have:
   - A degree in a relevant field with subsequent relevant experience; or
   - extensive experience and specialist expertise or broad knowledge in technical or administrative fields; or
   - an equivalent combination of relevant experience and/or education/training

**Knowledge and Skills**

2. Detailed understanding of the student placement environment within a university setting and knowledge or experience in, community or health networks, or university experience in a service/client-centred role.

3. Excellent administration skills and a demonstrated capacity to lead the development and implementation of effective operational processes and systems

4. Excellent organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines

5. Highly developed computer literacy, including experience using business software such as Microsoft Office and preferred experience in placement booking and management systems such as InPlace, Placeright, ClinConnect, SPOT or similar

6. Highly-developed written and verbal communication skills, including the ability to interact with a diverse range of stakeholders and negotiate positive outcomes to complex issues, as well as a demonstrated understanding of cultural competence/sensitivity and familiarisation with ESOS requirements

7. A strong commitment to excellence in customer service and a hands-on approach to service provision

8. Demonstrated ability to work as an effective member of a team as well as the ability to exercise high levels of independence, judgement and initiative

9. Strong analytical and problem-solving skills

**OTHER JOB RELATED INFORMATION**

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted
- A current satisfactory Working With Children Check is required

**GOVERNANCE**

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.