ADMINISTRATIVE OFFICER, RURAL NURSING AND ALLIED HEALTH

DEPARTMENT/UNIT Monash Rural Health
FACULTY/DIVISION Faculty of Medicine Nursing and Health Sciences
CLASSIFICATION HEW Level 5
WORK LOCATION Bendigo Clinical School

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, 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.

Setting the global health care agenda, the Faculty aspires to lead in all areas of 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.

Monash Rural Health (MRH) is a school within the Faculty of Medicine Nursing and Health Sciences that carries a mandate to improve the health status of regional, rural and remote communities in Australia, and more specifically in Victoria. We are committed to a sustainable rural health workforce and are achieving these outcomes through the development and implementation of medical and health professions education programs in underserved regional and rural communities, and by undertaking targeted research programs that address priority health problems in rural populations.
Monash Rural Health is broadly divided into two regions where it has major regional academic sites in south-east and north-west Victoria. Monash Rural Health encompasses the:

- Graduate entry MD Year A program at MRH Churchill
- Regional academic sites dedicated to regional and rural medical education at Mildura, Bendigo, Latrobe Valley/West and South Gippsland, and East Gippsland
- Rural Nursing and Allied Health unit, which is dedicated to education, student placement support and research across the fields of nursing and allied health
- Office of Head of School, responsible for Rural Health Education Programs, Research, Finance, Operations/Planning, and Marketing/Communications

For more information about us and the work we do, please visit: [www.monash.edu/medicine/srh](http://www.monash.edu/medicine/srh).

### POSITION PURPOSE

The Administrative Officer, Rural Nursing and Allied Health (RNAH) works closely with program academics to support student placements, the implementation of inter-professional education and educational research activities in Bendigo in addition to the provision of administrative support for Year 2-5D MD programs in Bendigo. They work independently on key priorities, which may be related to student support activities, academic planning, reporting, support of executive committees and provision of expert advice to staff and students. They maintain excellent working relationships with internal and external stakeholders in order to ensure a smooth and effective service delivery.

The Administrative Officer, RNAH operates with excellence in process and sound judgment to provide timely advice and support to staff, students and other stakeholders.

**Reporting Line:** The position reports to the MRH Regional Manager Bendigo, under general direction

**Supervisory Responsibilities:** Not applicable

**Financial Delegation:** Not applicable

**Budget Responsibilities:** Not applicable

### KEY RESPONSIBILITIES

1. Provide administrative support the RNAH and the MD programs, under the general direction of the MRH Regional Manager Bendigo:
   - Assist with the organisation of placement activities by arranging room bookings, acquiring student accommodation, timetabling, video conferencing, tracking student data and record management
   - Manage the student accommodation booking process using the online accommodation portal
   - Provide administrative and pastoral support to the medicine, nursing and allied health students on placement, supporting student wellbeing and positive rural placement experiences
   - Assist with the acquisition and management of RNAH student accommodation
   - Coordination of events such as workshops, functions and conferences relating to the Nursing and Allied Health profession placement activities

2. Effectively implement and deliver a wide range of administrative tasks including managing processes, providing services, responding to queries, supporting committees, and producing reports in accordance with agreed standards and timeframes

3. Maintain effective customer service standards, including the prompt resolution of any issues that arise, whilst adhering to privacy, confidentiality and compliance requirements
4. Undertake data input and analysis, including ensuring the secure storage and distribution of data, records and reports, in accordance with the Monash University Privacy Policy and relevant legislation.

5. Independently provide sound and timely advice, guidance and support to other staff, students and stakeholders in areas of administrative and service responsibility.

6. Participate in and implement continuous improvement activities relating to service practices, quality assurance and customer service excellence.

7. Maintain effective working relationships with colleagues, clients and other stakeholders to support and facilitate service delivery.

**KEY SELECTION CRITERIA**

**Education/Qualifications**

1. The appointee will have:
   - A tertiary qualification in a relevant field; or
   - an equivalent combination of relevant experience and/or education/training

**Knowledge and Skills**

2. Excellent administration skills with a demonstrated capacity to deliver effective operational processes and systems.

3. Experience working with policies, procedures and standards, preferably within the higher education sector.

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

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

6. Demonstrated analytical and problem-solving skills with excellent attention to detail and accuracy.

7. Ability to work as an effective member of a team as well as the ability to exercise independence and sound judgement where required.

8. Well-developed written and verbal communication skills, including the ability to interact with a diverse range of staff, students and clinicians. The ability to draft a range of documentation, respond positively when resolving issues and maintain confidentiality.

9. Highly developed computer literacy, including experience using business software such as Microsoft Office, and the ability to administer timetabling, timesheet, student accommodation and student placement systems (StarRez).

**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.

**LEGAL COMPLIANCE**

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.