SENIOR DIGITAL LIBRARY OFFICER

DEPARTMENT/UNIT The Equity, Primary Care, Implementation and Community (EPIC) Research Unit, School of Primary and Allied Health Care

FACULTY/DIVISION Medicine Nursing and Health Sciences

CLASSIFICATION HEW Level 6

DESIGNATED CAMPUS OR LOCATION Peninsula campus

ORGANISATIONAL CONTEXT

At Monash, work feels different. There’s a sense of belonging, from contributing to something groundbreaking – a place where great things happen. You know you’re part of something special and purposeful because, like Monash, your ambitions drive you to make change.

We have a clear purpose to deliver groundbreaking intensive research; a world-class education; a global ecosystem of enterprise – and we activate these to address some of the challenges of the age, Climate Change, Thriving Communities and Geopolitical Security.

We welcome and value difference and diversity. When you come to work, you can be yourself, be a change-maker and develop your career in exciting ways with curious, energetic, inspiring and committed people and teams driven to make an impact – just like you.

We champion an inclusive workplace culture for our staff regardless of ethnicity or cultural background. We have also worked to improve gender equality for more than 30 years. Join the pursuit of our purpose to build a better future for ourselves and our communities – #ChangeIt with us.

The Faculty of Medicine, Nursing and Health Sciences is the largest faculty at Monash University, a global university with campuses across Victoria and international locations in Indonesia, Malaysia, China, India and Italy.

Our Faculty offers the most comprehensive suite of professional health training in Victoria, consistently ranked 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. By educating the current and future healthcare workforce, and undertaking medical research, both
discovery and clinical, our students, staff and alumni all work to directly improve people’s quality of life, reduce health inequality and promote greater health and social outcomes.

We’re globally recognised for our quality education of over 63,000 doctors, nurses, and allied health professionals and health researchers. The future health of our communities is underpinned by the sustained excellence of our education and research capabilities.

We are ambitious and committed to maintaining our position as a leading international medical research and teaching university. We’re recognised for the quality of our graduates, the scale and depth of our research, our commitment to translational research, and as a thriving biotechnology hub. To learn more about the Faculty, please visit www.monash.edu/medicine.

Our Faculty includes four Sub-Faculties: Health Sciences, Clinical and Molecular Medicine, Biomedical Medicines, and Translational Medicine and Public Health.

The School of Primary and Allied Health Care (SPAHC) has an organisational hub at the Peninsula campus and a presence across other Monash locations. The School aims to be Australia’s leading centre of primary and allied health care education and research, building on existing strengths. The SPAHC is a leader in primary and allied care research, teaching and service. The School provides high quality programs at undergraduate and graduate entry levels, specialised professional graduate coursework programs and higher degrees by research. The School currently includes the Departments of, Paramedicine, Occupational Therapy, Physiotherapy, Social Work and Medical Imaging and Radiation Sciences.

The School’s departments and centres are situated across the Caulfield, Clayton, Notting Hill and Peninsula Campuses. The Rehabilitation, Ageing and Independent Living (RAIL) Research Centre is an important Centre within the School and the School is a key partner in The National Centre for Healthy Ageing, a joint venture between Peninsula Health and Monash University. Further details may be found at: www.monash.edu/medicine/spahc.

Monash University and Peninsula Health have established the National Centre for Healthy Ageing (NCHA) as a partnership, with initial funding of $32m from the Australian Government Department of Health to create a centralised hub for innovation and transformation of care practices to support the healthy ageing of all Australians. The NCHA will create better integrated care models to promote health and wellbeing across the lifespan and drive improvements in the way people seek out and access care, to ensure they reflect and align with their values and needs. The NCHA will be Australia’s leading health service research, development and implementation hub focused on healthy ageing. See: www.monash.edu/medicine/national-centre-for-healthy-ageing.

This position sits within the Equity, Primary Care, Implementation and Community (EPIC) Research Unit. We are a team of primary care researchers who are experts in real-world implementation and translation of evidence-based innovations into policy and practice. We work alongside community organisation to improve equity and quality of primary care to priority populations.

The Digital Library is a joint-initiative of the EPIC Research Unit and the NCHA. The Digital Library is highly secure research infrastructure that contains video recordings of real-life health consultations and recordings of teaching sessions for healthcare practitioner students. The library is to be expanded to include over 1,000 recordings of clinician-patient interactions within Australian primary care settings by 2025. These recordings will support research into evidence-based healthcare communication within the Australian context. Research outputs will have a positive impact on the health of Australian patients through evidence based policy and practice change.

Monash and the NCHA values staff diversity and champions inclusive practices. We are committed to equitable decision making and apply the principles of achievement relative to opportunity in our selection processes.
POSITION PURPOSE

The Senior Digital Library Officer provides a range of high-level administrative services to support the Digital Library’s strategies, programs and initiatives. This includes supporting the Digital Library team by planning and undertaking recordings of clinical interactions between health care providers and clients in diverse healthcare environments including general practice clinics, allied health clinics and simulated teaching environments, cataloguing and coding of the recordings, managing access to the recordings for analytical purposes and contributing to academic outputs. The position also provides support to projects and events and undertakes a variety of general administrative duties to meet the operational demands of the Digital Library team.

The Senior Digital Library Officer operates with excellence in process and judgement to provide sound and timely advice and support to clients, staff and other stakeholders.

Reporting Line: The position reports to Lead Investigator of the Digital Library under general direction

Supervisory Responsibilities: This position provides direct supervision to approximately three casual research staff

Financial Delegation: Yes, in accordance with the University delegations schedule

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Plan, implement and manage a range of complex administrative tasks including scheduling, providing services, co-ordinating projects, supporting committees, producing reports and allocating resources in accordance with agreed standards and timeframes

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

3. Actively participate in, develop and implement continuous improvement activities relating to practices/protocols, quality assurance standards and customer service excellence

4. Undertake the input and analysis of data, including ensuring effective security, storage and distribution of data, records and reports

5. Provide sound and timely specialist advice and support to other staff, clients and stakeholders in areas of administrative and service responsibility

6. Contribute to and support a range of processes such as policy development, governance, management decision-making, change management, compliance, quality and performance reporting

7. Build and sustain effective working relationships with a network of colleagues, clients and other stakeholders to support and facilitate efficient service delivery

8. 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. Excellent administration skills and a demonstrated capacity to develop and implement effective operational processes and systems
3. Excellent organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines
4. A strong commitment to excellence in customer service and a hands-on approach to service provision
5. 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
6. Strong analytical and problem-solving skills
7. 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
8. Highly developed computer literacy, including experience using business software such as Microsoft Office
9. Programming skills and familiarity with underlying storage formats for digital data (e.g. Oxford Common File Layout)
10. Experience working with undertaking research in a healthcare setting

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
- This position will require a successful National Police Record check

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.