SITE ADMINISTRATION OFFICER – MEDICAL STUDENT PROGRAMS

DEPARTMENT/UNIT: Eastern Health Clinical School

FACULTY/DIVISION: Faculty of Medicine Nursing and Health Sciences

CLASSIFICATION: HEW Level 5

WORK LOCATION: Maroondah Hospital

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 monash.edu/medicine.

The Eastern Health Clinical School is one of three clinical schools within the Monash University Faculty of Medicine, Nursing and Health Sciences. The School’s activities within Eastern Health cover a wide area of Melbourne, including seven hospitals, four residential care facilities, multiple community-based rehabilitation and transition care facilities, seven mental health facilities, a community health service, and two statewide services (Spectrum Borderline Personality Disorder Service and Turning Point Alcohol & Drug Centre).

Further details may be found at: www.med.monash.edu.au/ehcs/.
The Medical Student Programs (MSP) located within the Eastern Health Clinical School is a partnership between Monash University, Deakin University and Eastern Health. Medical students from the two universities learn together in the integrated clinical experience program and share most experiences, however, there are some practical differences due to the different curricula, timetables and academic requirements.

Further details may be found at: http://www.med.monash.edu.au/ehcs/msp/index.html.

POSITION PURPOSE

The Site Administration Officer provides a range of professional and high-quality administrative services to support the effective delivery of the Medical Student Program. This includes providing policy and procedural advice to students, supervisors and senior academic staff members and maintaining excellent working relationships with internal and external stakeholders.

The Site Administration Officer provides administrative support for projects and programs with a focus on excellence in process and judgment and provision of sound and timely support to students, staff and other stakeholders.

Site Administration Officers are expected to work with administrative staff of Monash and Deakin universities, in matters relevant to the management of medical students at Eastern Health Clinical School. There is also a requirement to work with educational academics from both universities on occasion to facilitate implementation of clinical teaching programs at Eastern Health Clinical School and to liaise with other university staff (e.g. student administration, human resources) from time-to-time.

Reporting Line: The position reports to the Clinical Site Team Leader, Medical Student Programs under general direction

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budget Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Implement and deliver a range of effective administrative tasks including managing processes, providing services, responding to queries, advising on policy and process, supporting committees, project administration and producing reports in accordance with agreed standards and timeframes

2. Provide high levels of customer service in accordance with best practice guidelines, policy and procedure

3. Maintain service standards including prompt issues resolution and adherence to privacy, confidentiality and compliance requirements

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 advice, guidance and support to other staff, clients 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
   - substantial relevant skills and work experience; or
   - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Excellent administration skills and a demonstrated capacity to deliver effective operational processes and systems
3. Demonstrated 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. Ability to work as an effective member of a team as well as the ability to exercise independence and judgement where required
6. Demonstrated analytical and problem-solving skills
7. Well-developed written and verbal communication skills, including the ability to interact with a diverse range of clients and respond positively when resolving issues
8. Highly developed computer literacy, including experience using business software such as Microsoft Office
9. Ability to maintain confidentiality and to deal with all matters in a tactful, discreet and sensitive manner

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.