POSIGN DESCRIPTION

Position Title: Administrative Support Officer
Organisation Unit: Centre for Online Health
Position Number:
Type of Employment: Part time (0.8 FTE), Fixed Term for 12 months
Classification: Hew Level 4

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index; and secured a greater share of Australian Research Council grants in 2016 ($24.5 million) than any other university nationally.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience –the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and will have further success in this area as an important strategic aim going forward.

**Faculty of Medicine**

The University of Queensland’s Faculty of Medicine is an internationally recognised provider of world-class education and research. The research-intensive Faculty has a gross budget of almost $300 million, employs approximately 1000 continuing and fixed-term staff (headcount), has a community of more than 4000 non-salaried academic appointees and around 3200 students (headcount).

The Faculty of Medicine offers Australia’s largest medical degree program for graduates and school-leavers. Undergraduate and postgraduate programs are available in the disciplines of Medicine, Health Sciences, E-Health, Mental Health, Biomedical Sciences and Public Health.

The Faculty possesses enormous strengths spanning research, teaching, industry engagement and clinical practice in disciplines ranging from the basic sciences, biomedical research and development, to clinical trials and public health. Research projects within the Faculty have already led to discoveries with far-reaching social and economic impacts, including the revolutionary Gardasil (TM) vaccine for cervical cancer (Professor Ian Frazer) and a drug discovery EMA401 (Professor Maree Smith), a first-in-class oral treatment for chronic pain which through Spinafex Pharmaceuticals led to Australia’s largest biotechnology commercialisation deal. Faculty staff include three highly cited authors, one Fellow of the Royal Society (FRS), three Fellows of the Australian Academy of Science (FAA) and 12 Fellows of the Academy of Health and Medical Sciences (AAHMS). The Faculty is a core member of Brisbane Diamantina Health Partners, the Brisbane-wide academic health science system.

Educational offerings in biomedical sciences, medicine and public health are informed and supported by research activity across a range of fundamental and clinical areas of importance including recognised strengths in cancer, skin diseases, brain and mental health, maternal and child health and genomics. Cutting-edge facilities such as the Herston Imaging Research Facility (HIRF), the UQ Centre for Clinical Research (UQCCR), our laboratories in the Translational Research Institute (TRI) and the new Centre for Children’s Health Research (CCHR) enable outstanding research outcomes and sharpen our understanding of cancer, autoimmunity, mental disorders, infectious diseases and neurological disease. Further details are available at www.medicine.uq.edu.au.

**Centre for Health Services Research**

The UQ Centre for Health Services Research is one of five Research Centres in the Faculty of Medicine. The primary purpose of the Centre is to improve the delivery of health care through research which examines health systems performance and identifies mechanisms to improve access, effectiveness and efficiency. The Centre has research strengths in telehealth, geriatric medicine and aged care, renal medicine, clinical trial design and administration and biostatistics. The Centre engages 20 clinicians and research staff, 27 professional staff and has a large cohort of higher degree research students. The Centre works closely with the other Research Centres in the Faculty of Medicine (UQDI, UQCCR, UQCHRC), the Faculty of Health and Behavioural Sciences and also with Metro South Hospital and Health Services. The Centre is the Australian Coordinating Centre for interRAI.
and leads international development of its hospital assessment systems related to function and psychosocial problems. It has extensive related data holdings.

The vision of the UQCHSR is to improve health outcomes for patients, with a particular focus on those with chronic disease or frailty, for remote communities and those with other forms of disadvantage or vulnerability. This will be achieved through strong engagement of researchers and practitioners across the translational spectrum, from basic, through clinical and health trials, to implementation, this will enable outcomes such as improved health care services, new clinical products, policies or educational improvements. UQCHSR will be recognized for its strong engagement with the Princess Alexandra Hospital and industry, and outcomes arising from addressing clinically important research questions. It will also have a reputation for the provision of outstanding clinical research training, pre-clinical and clinical research services (e.g. clinical trials design and data analysis), and clinical trial linked service provision.

The UQCHSR is located at the PA Hospital campus in Woolloongabba, South Brisbane, with activities based in the Hospital, the Clinical Research Facility and associated with research activities both nationally and internationally.

The Centre for Online Health

The Centre for Online Health (COH) is a research, teaching and service provider whose overall goal is to research and develop best practice models in online health care that are applicable to Australia and other countries. Since the COH was established in 1999, the Centre has become the focus for a multi-disciplinary group of academics with an established reputation for research and teaching excellence in the field of online health and e-Healthcare. Research within the COH aims to produce high-quality evidence on the feasibility, efficacy, effectiveness and economics of telehealth. The Centre also has an interest in improving the methodological rigour that is used in the assessment of telehealth services. More information on the Centre’s activities can be found on the COH web site at https://coh.centre.uq.edu.au/.

The COH telemedicine centre is at the Princess Alexandra Hospital, in Woolloongabba. The Centre’s Telepaediatric service (previously located at RCH and LCCH) has coordinated more than 20,000 consultations during a 15 year period. The Princess Alexandra Hospital Telehealth Centre commenced operations in July 2012 and focuses on consultations related to (but not limited to) dermatology, geriatrics, endocrinology and cardiology.

The COH leads the world in peer-reviewed telehealth publications and lists UQ with almost twice the number of publications of any university worldwide. For the study of telehealth and telemedicine, the research environment provided by the COH is unrivalled within Australia.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq
DUTY STATEMENT

Primary Purpose of Position

This position will provide administrative support to research, administration and clinical staff employed at the Princess Alexandra Telehealth Centre. In addition, this position may be required to provide some assistance with the coordination of telehealth services provided through the Centre for Online Health.

Duties

Duties and responsibilities include, but are not limited to:

- The initial point of contact for visitors, enquiries and correspondence to the Centre including answering phones, email, calendar management and clinic room scheduling.

- Direct visitors and clinical staff to studios and meeting rooms and assist with room setup as required.

- Maintain the Centre room management calendars.

- Ensure accurate and timely collection and collation of telehealth activity data.

- Maintain Centre supplies and studio equipment to ensure the working environment is clean and functional for all staff and visitors and organise facility maintenance as required.

- Provide general administration support for projects conducted through the Centre as needed.

- Other duties as directed and required consistent with the position classification.

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

- the University’s Code of Conduct
- requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
- the adoption sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

Organisational Relationships

The position reports to the Princess Alexandra Telehealth Centre Service Manager.

Location

The position will be based at the Princess Alexandra Hospital, Woolloongabba.
SELECTION CRITERIA

**Essential**

- Completion of a Certificate 4 or diploma level qualification or an equivalent combination of relevant experience and/or education/training.
- Demonstrated experience in providing administrative support.
- Experience in the preparation of correspondence and documentation.
- Experience in using a range of software packages including word processing, calendars, spreadsheets, email and internet.
- Excellent interpersonal skills with the ability to communicate and disseminate information while protecting privacy and confidentiality.
- Ability to communicate verbally and in writing with a wide variety of people at all levels.
- Ability to work collaboratively as an effective team member.
- A demonstrated ability to effectively establish and maintain positive working relationships with staff at all levels.
- An ability to be self-motivated and innovative but with an ability to participate effectively as a team member and work with a wide range of people.
- Excellent organisational abilities and time management skills.

**Desirable**

- Experience with telecommunications such as videoconferencing and email.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

This role is a full-time position; however flexible working arrangements may be negotiated.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.