**POSITION DESCRIPTION**

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Course Support Officer</th>
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<tbody>
<tr>
<td>Organisation Unit:</td>
<td>Faculty of Medicine, Rural Clinical School</td>
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<tr>
<td>Position Number:</td>
<td>NEW</td>
</tr>
<tr>
<td>Type of Employment:</td>
<td>Full-time, continuing</td>
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<td>Classification:</td>
<td>HEW 5</td>
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**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 (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), 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 our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

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 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 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

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus 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.

**The University of Queensland Rural Clinical School**

The University of Queensland Rural Clinical School (UQRCS) envisages securing a self-sustaining medical workforce for regional Queensland through excellence in medical education, research and community service. With a footprint encompassing the greater part of central and western regional Queensland, the School comprises four clinical sites – Rockhampton, Bundaberg, Hervey Bay and Toowoomba. Significant investment in people and training infrastructure at each site provides the operational focus for a network of smaller clinical training locations in host communities across the state. With a recurrent budget of up to $9 million per annum provided through the Australian Government's Multidisciplinary Rural Health Training (MRHT) program and a capital works portfolio in excess of $20 million, UQRCS is a substantial enterprise.
The Clinical School is the rural base for the delivery of the UQ medical program. There is a long tradition of success working in partnership with healthcare systems and service providers to train senior (Phase 2) medical students. Each year, more than 500 medical students engage with the rural experience through a range of long term (1-2 years) placements or shorter term (4-16 weeks) learning opportunities.

The learner experience is characterised by real world, rich and authentic learning opportunities and extensive community involvement. In this regard, our work is informed by the Academic Discipline of Rural and Remote Medicine which is embedded in our education structure. UQRCS pursues the latest innovations in medical education and training. There is a focus on scenario-based training in purpose-built Simulated Learning Environments (SLE) together with Technology Enabled Learning (TEL). Our learning framework supports a more generalist, integrated approach to deliver well-trained, safe and work-ready interns to local training hospitals.

In partnership with the health system, the health care profession (including the Colleges) and education providers, UQRCS engages with every stage of the rural health learning continuum. The journey starts with learners of rural origin health care, progresses through undergraduate and pre-vocational training and culminates with contributions to vocational training and continuing professional development.

A rapidly expanding research profile focusses on clinical research, epidemiology/population health and rural health workforce. There is a significant component of Indigenous health research, particularly programs designed to translate and improve health outcomes amongst the Indigenous population. Research productivity is evidenced through a successful track record in attracting competitive funding from agencies such as the NHMRC and, in 2015, at least 51 peer-reviewed manuscripts published in journals varying from ‘Rural and Remote Health’ to ‘Nature Genetics’.

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

The primary purpose of this position is to contribute to optimal learning and teaching experiences for medical students undertaking their clinical training via the UQRCS, through the delivery of high quality student and academic administrative support services. Under the direction and guidance of the Program Coordinator/Team Leader, Rural & Remote Medicine, this position coordinates a range of functions including student orientation; the formation, dissemination and administration of discipline specific assessment and timetables; and, student accommodation.

Duties

Duties and responsibilities include, but are not limited to:

Teaching and Learning Support

- Coordinate and administer all aspects of student attachments in the relevant disciplines within the context of the aims and objectives of UQRCS and MIS. This may include timetabling of activities, liaising with tutors in relation to their availability,
as well as acting as the first point of contact and advocate for student needs and issues.

- Ensure that the receiving clinicians and administrators are aware of rotation requirements (attendance, learning objectives and assessment), student details, dates of placement for incoming students, contacts within UQRCS ahead of time to ensure a seamless transition for students
- Organize student accommodation for each student for each rotation and ensure that it meets UQRCS accommodation standards and expectations. This includes payment and negotiation with local practices, hospitals and public for homestays or renting.
- Provide content for discipline specific orientations and coordinate orientation sessions at the commencement of each rotation for both students and clinical teachers.
- Administer curriculum delivery, working with and supporting clinical educators to achieve optimal learning objectives for students. This will include liaison with internal and external stakeholders.
- Coordinating the teaching programs for the course, as well as working with the e-learning team to oversee the preparation and update of web-based learning resources via the relevant Blackboard site.
- Provide advice to students and Academic Staff on University and School rules and regulations on the relevant Rotation requirements and assessment procedures in order to solve both routine and non-routine problems.
- Work with the relevant Student and Academic Administration Team members to assist in the annual Clinical School Student Allocation process.

**Examination and Assessment**

- Coordinate the end-of-rotation clinical examination sessions with the UQ academics and clinical educators. This may include the following:
  - Oversee the examination paper and examination process for the discipline.
  - Liaise with the UQ academics and clinical educators in relation to their availability.
  - Timetable the exam schedule and liaise with the clinical staff to ensure patients are available for the exam where applicable.
  - Prepare and collect exam mark sheets from the examiners.
  - Run the clinical exams during the last week of each rotation.
  - Enter students’ results onto SharePoint in a timely manner.
  - For each rotation coordinate a review for the discipline in preparation for the School Board of Examiners.
- Oversee the process of effective record management of student assessment information according to the School and University policies.

**Overseas Elective Student Placements**

- Coordinate and administer the logistics of overseas students by liaising with clinical educators and relevant staff.
• Collect the invigilator information of O/S placements from students by the end of the first day of orientation, so that the relevant information and requirements can be sent to the appropriate invigilator in a timely manner.

**Academic Support**

• Provide support to the Discipline Head, Rural and Remote Medicine as required, including administration support for Committee and Board requirements.
• Promote and contribute to a high level of service delivery when providing Academic support
• Contribute to the Medicine in Society (MIS) rotation by working in close collaboration with other Course Support Officers and Program Coordinator.
• Provide advice to the relevant Course Coordinators and clinical educators on student matters relating to the teaching programs and assessment results.
• Provide leadership and mentoring to Student Coordinators in the form of training, development of standardised correspondence and training materials and assistance with non-routine problem solving.
• Other duties as directed.

**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 of 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.
• Any other duties as reasonably directed by your supervisors.

**Organisational Relationships**

The position reports to the Program Coordinator/Team Leader, Rural & Remote Medicine

**Other Requirements**

Occasional travel to the Clinical School’s other teaching locations and to the University’s campuses in Brisbane will be required.

The incumbent will be required to have the flexibility to manage some occasional work commitments outside standard business hours.
SELECTION CRITERIA

**Essential**

- Completion of a degree or an equivalent combination of relevant experience and/or education/training
- Demonstrated ability to resolve issues through negotiation and consultation with other team members;
- High-level computer skills in a variety of packages and the ability to become and effective user of business enterprise systems.
- Demonstrated commitment to and enthusiasm for the provision of excellent client service;
- Proven ability to interpret and apply a range of rules, policies and procedures;
- Demonstrated high level written and verbal communication skills;
- Demonstrated ability to work well both independently and in a team to prioritise workloads and meet deadlines; and
- Excellent problem-solving skills and an ability to demonstrate initiative and good judgement.
- A commitment to, and an understanding of the issues surrounding living and working in a rural and/or regional area.

**Desirable**

- Relevant experience in student and/or academic administration in a higher education institution or similar environment
- Experience with rural health professionals

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.