POSITION DESCRIPTION

Position Title: Administration Support Officer (South West), Southern Queensland Rural Health (SQRH)

Organisation Unit: Faculty of Health and Behavioural Sciences, The University of Queensland

Position Number: 3026800

Type of Employment: Full-time, fixed-term until 31 December 2020

Classification: HEW Level 4

ABOUT SQRH

SQRH is a joint initiative of The University of Queensland (UQ), University of Southern Queensland (USQ), Darling Downs Hospital and Health Service (DDHHS) and South West Hospital and Health Service (SWHHS) funded by the Commonwealth Department of Health as a University Department of Rural Health. Funding is tied to a contract between UQ and the Commonwealth Department of Health under the Rural Health Multidisciplinary Training Program (RHMT).

Under the funding agreement the SQRH will be expected to -

1. Deliver effective rural training experiences for allied health, nursing and midwifery students (prior to gaining professional registration).
2. Ensure rural training experiences are of a high quality.
3. Develop processes to improve rural student recruitment.
4. Engage with the local community to support the delivery of training to students.
5. Maintain and progress an evidence base and the rural health research agenda.
6. Support improvements in Aboriginal and Torres Strait Islander health.
7. Provide regional leadership in developing innovative training solutions to address rural workforce recruitment retention.

SQRH will be governed by a joint venture agreement between the four parties. The Joint Venture establishes a Governance Board (Board) comprising five voting members – an independent chair and one representative from each of the parties.

ABOUT THE PARTNERS IN SQRH

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. UQ ranks in the world’s top universities, as measured by several key independent rankings, including the Performance Ranking of Scientific Papers...
for World Universities (45), 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 has a strong focus on teaching excellence, winning more national teaching excellence awards than any other university 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. The University’s 50,000-plus strong student community includes more than 14,000 postgraduate scholars and more than 13,000 international students from 144 countries, adding to its proud 230,000- plus alumni. The University has six Faculties and four University-level Institutes.

http://www.uq.edu.au/

University of Southern Queensland

The University of Southern Queensland (USQ) is a dynamic regional University committed to developing research solutions that deliver a global impact. With a vision to be a leading discovery partner in priority research areas, USQ aligns its research with regional and global agendas in agriculture and natural resource management, regional development, regional health and wellbeing, education and digital literacy. USQ has forged a reputation as one of Australia’s leading providers of on campus and online distance education programs in Australia. With more than 75% of students studying via distance or online, our delivery of external education resources continues to lead the way. Recently named as one of the top five Universities to work for in Australia, USQ provides staff with a positive and friendly environment where they are supported to fulfil their personal and career goals and contribute to the university’s success.

https://www.usq.edu.au/

Darling Downs Hospital and Health Service

The Darling Downs Hospital and Health Service provides a comprehensive range of high-quality acute, sub-acute, mental health, drug and alcohol, oral health, residential aged care, and community health services. We deliver clinical services to approximately 300,000 people across 26 locations, including the major hospital in Toowoomba, regional and rural community hospitals, residential aged care facilities, multipurpose health services and community clinic facilities. Our services cover the Regional Council areas of Toowoomba, Western Downs, Southern Downs, South Burnett and Goondiwindi as well as Cherbourg Aboriginal Shire Council and part of the Banana Shire Council (community of Taroom), representing an area of approximately 90,000 square kilometres. The Hospital and Health Service has a major teaching role, providing both undergraduate and postgraduate clinical experience for members of the multidisciplinary healthcare team. We have a strong focus on, and commitment to, service delivery and education and training and a thriving culture of research that delivers continuous service improvement and evidence-based care. We are the largest employer in the Darling Downs, employing more than 5,000 people, with revenue of more than $700 million annually.


South West Hospital and Health Service
The purpose of the South West Hospital and Health Service is to provide safe, effective and sustainable health services that people trust and value. Our purpose, not only gives our Health Service shape and direction but it inspires, motivates and guides us in everything we do as we provide quality health care to our communities.

There are over 26,000 people who live in our catchment area and rely on the public healthcare services that our 700 plus employees provide. We are responsible for the delivery of medical, surgical, emergency, obstetrics, paediatrics, specialist outpatient clinics, mental health, critical care and clinical support services in an area spanning over 319,000 square kilometres. We are responsible for the direct management of four hospitals, seven multipurpose health services, four community clinics and two aged care facilities.

Our culture is one that empowers staff, and encourages leadership, innovation and new ideas, and every single day our workforce makes a positive impact on the community they serve.


Information for Prospective Staff

This position will be appointed through the University of Queensland. 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

ABOUT THE POSITION

DUTY STATEMENT

Primary Purpose of Position

The primary role of the position is the provision of administrative support to the Southern Queensland Rural Health (SQRH) Charleville and Roma office, including support to staff and students. This role will also be responsible for attending the reception and answering or directing relevant queries as required.

Duties

Duties and responsibilities include, but are not limited to:

Reception

- Provide excellent client service to students, staff and visitors and respond to all enquiries appropriately.
- Maintain stationery supplies, collection and distribution of mail (including mail register) and meeting room and car space bookings.
- Maintain reception area environment and continually update noticeboards.
- Assist with distributing promotional materials.
- Perform administrative support as needed.
Event Management

- Assist with the coordination, setup and representation with required SQRH events.
- Assist with the coordination of visitor and stakeholder schedules to SQRH and develop itineraries, reservations and functions as needed.

Staff Administration

- Assist with the preparation and coordination of meetings.
- Organise and coordinate travel arrangements for identified staff and visitors.
- Assist with financial administrative support for SQRH

Placement Support

- Assist staff with responding to student queries.
- Assist with checking and processing student placements including accommodation needs, local orientation to sites, and occupational health and safety requirements.
- Assist in the preparation of materials for SQRH placement activities.
- Assist with the maintenance of systems and processes to promote the efficient operations of student service responsibilities for SQRH.
- Determine and refer complex enquiries to relevant staff. Other duties as reasonably directed by the identified Supervisor or SQRH Director.

Travel and Out of Hours Work:

- Attendance at programs, functions or to work on projects outside normal business hours may be required.
- The position is based in Charleville, however travel to other campuses and sites will be necessary from time to time.

Other

- Ensuring, for the SQRH, awareness of and compliance with legislation and University policies relevant to the duties undertaken, including but not exclusive to:
  - 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
  - Other codes as may apply specifically for either of the partner HHSs.
Reporting Relationships

The position reports to the Interprofessional Practice Coordinator (South West).

Selection Criteria

**Essential**

- As a minimum, the individual needs to have at least 2 years experience after high school to demonstrate the necessary skills to perform this role satisfactorily. It is desirable that the individual has completed a diploma level qualification with relevant work-related experience or an equivalent combination of relevant experience and or education/training.

- Demonstrated high level of customer service and reception skills.

- Computer competency across a range of applications including Microsoft Word, Outlook, PowerPoint and Excel.

- Excellent organisational skills and the ability to prioritise tasks and meet deadlines.

- Demonstrated ability to be professional, diplomatic and to maintain confidentiality.

- Demonstrated accuracy and attention to detail.

- Ability to be flexible and willing to work across a range of activities, both autonomously and in a team environment.

- Ability to exercise judgement as appropriate within the framework and existing policies and procedures.

- Experience with University systems, or the ability to rapidly acquire these skills.

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The University of Queensland values diversity and inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Australian Indigenous Employment Coordinator at: atsi_recruitment@uq.edu.au

Applications are also encouraged from women.

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