Position Description

Title: Placement Support Officer
HEW Level: 5

Faculty/Office: Faculty of Medicine, Health and Human Sciences
Position Number: TBC

Department/Team: Faculty Administration
Date: January 2018

Position Purpose: To provide placement support to students of the Faculty of Medicine and Health Sciences.

ORGANISATIONAL CONTEXT

The Faculty of Medicine, Health and Human Sciences (FMHHS)* is ambitiously pushing the boundaries of progressive thinking and challenging what is possible to solve some of the big issues of our time, both nationally and on a global scale.

The Faculty’s current education suite includes courses in clinical science, physiotherapy, medicine and public health, psychology, cognitive sciences, linguistics, audiology, and speech pathology. The Faculty forms part of MQ Health, an integrated academic health sciences enterprise which incorporates Macquarie University Hospital and primary and specialty clinics. We have active research programs in neurosciences, health systems and patient safety research, cancer medicine, and clinical sciences, amongst others.

We foster a values-based culture of innovation and creativity to achieve excellence in teaching and to enhance the research performance of the University. We invest in developing the careers and wellbeing of our students and staff and expect all our leaders to live our values of Caring, Integrity, Teamwork, Ambition, Innovation, and Engagement.

*Name of Faculty approved by University Council on Feb 20, 2020
### KEY ACCOUNTABILITIES

- Administer and provide administrative support for the Faculty of Medicine, Health and Human Sciences’ student placements. Maintain systems to support students placements.
- Work with the Compliance and Timetabling Officer to ensure that students meet the requirements of their placement program prior to commencement and report on compliance verifications to relevant external bodies such as ClinConnect.
- Contribute to the facilitation of pre-commencement placement training sessions for students undertaking placements.
- Monitor the progress of students while on placement and ensure that student assessments have been completed in accordance with their placement program.
- Respond to, or appropriately escalate queries about the placements offered through the educational programs at the Faculty of Medicine, Health & Human Sciences.
- Gather and manipulate data and information and provide reports to support informed decision-making.
- Participate in the recruitment of volunteers to the Health and Wellbeing Collaboration (HAWC) Program by conducting an initial phone screen assessment to ensure that candidates are appropriately allocated to the program.
- Update and maintain the HAWC volunteer database in line with the privacy policy.
- Contribute to the development and implementation of improvements to administrative systems, processes and procedures.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and appropriate for this classification.

### POSITION CONTEXT

<table>
<thead>
<tr>
<th>Reports to:</th>
<th>Student Placement Support Coordinator</th>
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</table>
| Positions Reporting to: | Direct: nil  
Indirect: nil |
| Key Direct Clients: | Placement Partners including Clinical Partners  
FMHS Students  
Unit Convenors/ Program Directors  
Department Administrators / Program Support Officers  
Particular staff members in other offices or departments  
Other external contacts |
| Other Key Relationships: | Associate Dean, Clinical Engagement  
Compliance & Timetabling Officer  
Work Health and Safety Team  
HAWC Program volunteers  
Clinical Educators  
Faculty Support staff  
Heads of Department  
Particular staff members in other offices or departments  
Other staff members in own office or department  
Immediate team members  
Other external contacts |
| Budget Accountability: | Nil |
| Role-specific Conditions: | Criminal checks  
Working with children checks |
| Scope and autonomy | Work tasks may require interpretation, decisions and advice within the scope of defined systems, processes, procedures and techniques. |
| Problem solving | Draws on own knowledge and experience to analyse problems and develops and implements solutions. |
## CAPABILITY FRAMEWORK

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

<table>
<thead>
<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
</tr>
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<tbody>
<tr>
<td><strong>Planning and Execution</strong>: Managing time and resources to complete tasks and achieve objectives.</td>
<td><strong>Resilience</strong>: Dealing effectively with and recovering quickly from setbacks or pressures.</td>
</tr>
<tr>
<td><strong>Quality Focus</strong>: Ensuring accuracy and quality when completing tasks.</td>
<td><strong>Perseverance</strong>: Persevering despite obstacles to ensure tasks are completed.</td>
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<tr>
<td><strong>Analysis and Judgement</strong>: Evaluating information and data to solve problems and make decisions.</td>
<td><strong>Flexibility</strong>: Responding effectively to unexpected or changing circumstances.</td>
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<td><strong>Communication</strong>: Effectively grasping and conveying ideas and concepts to others.</td>
<td><strong>Integrity</strong>: Maintaining confidentiality, discretion and professionalism.</td>
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<tr>
<td><strong>Service Focus</strong>: Making students, staff, key contacts and their needs a priority.</td>
<td><strong>Reliability</strong>: Meeting commitments and responsibilities.</td>
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<tr>
<td><strong>Relationship Management</strong>: Establishing effective working relationships with others.</td>
<td><strong>Interpersonal Impact</strong>: Making a positive impression on others in a range of interpersonal contexts.</td>
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<tr>
<td><strong>Improvement Focus</strong>: Finding better ways of completing tasks or solving problems</td>
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<tr>
<td>REQUIRED KNOWLEDGE</td>
<td>KEY EXPERIENCES</td>
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<tr>
<td>Qualifications, technical and/or professional skills and information needed from day one for successful performance.</td>
<td>Practical experiences and exposure to specific environments or activities related to successful performance.</td>
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<tr>
<td>Knowledge of volunteer program management and/or placement management.</td>
<td>Working in a clinical or health related environment.</td>
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<td>Understanding of privacy and confidentiality requirements.</td>
<td>Providing advice and support to diverse range of stakeholders.</td>
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<tr>
<td>Computer skills including Microsoft Office, and experience in using complex information management systems and/or databases.</td>
<td>Strong attention to detail and time management skills.</td>
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<tr>
<td>Knowledge of the faculty/office’s functions and structure.</td>
<td>Experience using placement or student management systems or similar.</td>
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<tr>
<td>Knowledge of the faculty/office’s policies, systems, processes and procedures.</td>
<td>Ability to build and maintain relationships with a range of stakeholders.</td>
</tr>
<tr>
<td>Knowledge of what other areas of the University do and how they interact with the faculty/office.</td>
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</table>

**REQUIRED KNOWLEDGE**

Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Knowledge of volunteer program management and/or placement management.
- Understanding of privacy and confidentiality requirements.
- Computer skills including Microsoft Office, and experience in using complex information management systems and/or databases.

**ACQUIRED KNOWLEDGE**

Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.

- Knowledge of the faculty/office’s functions and structure.
- Knowledge of the faculty/office’s policies, systems, processes and procedures.
- Knowledge of what other areas of the University do and how they interact with the faculty/office.