Position Description

<table>
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<tr>
<th>Title: ALERT Administration Assistant</th>
<th>HEW Level: HEW 4</th>
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<tr>
<td>Faculty/Office: Faculty of Medicine and Health Sciences</td>
<td>Position Number:</td>
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<tr>
<td>Department/Team: Clinical Medicine</td>
<td>Date: September 2019</td>
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Position Purpose: To provide administrative support to staff and students of the Australian Lymphoedema Education, Research & Treatment (ALERT) program.

ORGANISATIONAL CONTEXT

Macquarie University has the nation’s first fully integrated academic health sciences centre under a university’s leadership. With a focus on patients and an ultimate goal of improving lives, the Macquarie University Health Sciences Centre (MQ Health) is a true convergence of the learning and research endeavours of Macquarie’s Faculty of Medicine and Health Sciences with the clinical care provided at Macquarie University Hospital and Clinics. It brings together the excellent work of medical and allied health researchers across the University and around the country, with unparalleled access to the world-leading clinical resources and research facilities found only on our campus.

The Faculty of Medicine and Health Sciences has active research programs in biomedical, translational and health services domains, with current areas of strength including neurosciences (especially motor neuron disease, neurological rehabilitation, and the clinical neuroscience of pain), cancer medicine, and vascular science, amongst others. The Faculty hosts the Australian Institute of Health Innovation, an internationally acclaimed powerhouse researching health systems, e-health, and patient safety. In learning and teaching, the Faculty offers a unique suite of capability-based medical education programs including a unique three-year extended masters-level, professional-entry Doctor of Physiotherapy degree, a Graduate Diploma of Anatomy program, a Master of Public Health, an accelerated 2 year Bachelor of Clinical Science program and the Macquarie MD (Doctor of Medicine).
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<tr>
<th>KEY ACCOUNTABILITIES</th>
<th>POSITION CONTEXT</th>
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| • Review and process student registrations for the ALERT education courses.  
  • Collate registration forms and liaise with students to coordinate payment methods for course fees.  
  • Maintain and update tracking worksheets to capture student enrolment and payment records per student.  
  • Work with the payment gateway team and revenue services to ensure payment of ALERT courses are processed, credit remittances are accurately recorded, and receipts are provided to students.  
  • Monitor, record and reconcile payments for all course fees and follow up with students and/or Revenue Services to resolve any discrepancies.  
  • Respond to, or appropriately escalate, queries from students relating to the ALERT courses and fees within 48 hours.  
  • Coordinate all teaching requirements for the session including collating and printing course material and organising lymphoedema patient participation, where required.  
  • Monitor and respond to, or appropriately escalate, email queries in the generic ALERT program email account.  
  • Marketing the ALERT courses via LinkedIn, Facebook and mailouts working with the Education Manager to place GoogleAds.  
  • Updating the Education webpages with new courses and information.  
  • Provide administrative support to the ALERT program team including organising meetings, preparing agendas, minute taking, processing travel claims, catering arrangements and management of office supplies.  
  • Comply with relevant EEO and WHS regulations.  
  • Perform any other duties as required and appropriate for this classification. | Reports to:  
  Education Manager, ALERT  

| Positions Reporting to: |  
| Direct: nil  
| Indirect: nil  

| Key Direct Clients: |  
| Other staff members in own office or department  
| Immediate team members  
| ALERT students  
| Revenue Services – Cashier’s Office  
| ALERT Corporate contacts and sponsorc  

| Other Key Relationships: |  
| Other staff members in own office or department  
| Immediate team members  
| FMHS staff members  
| Revenue Services – Cashier’s Office  
| Event venues  
| Lymphoedema patients  
| Other external contacts  

| Budget Accountability: | Nil  

| Role-specific Conditions: | Criminal check required  

| Scope and autonomy | Work tasks may require interpretation, decisions and advice within the scope of defined systems, processes, procedures and techniques.  

| Problem solving | Applies knowledge of standard processes, procedures, systems and/or techniques to identify and implement solutions to problems.  

Reports to: Education Manager, ALERT

Positions Reporting to:
Direct: nil
Indirect: nil

Key Direct Clients:
- Other staff members in own office or department
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Other Key Relationships:
- Other staff members in own office or department
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- FMHS staff members
- Revenue Services – Cashier’s Office
- Event venues
- Lymphoedema patients
- Other external contacts

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Scope and autonomy: Work tasks may require interpretation, decisions and advice within the scope of defined systems, processes, procedures and techniques.

Problem solving: Applies knowledge of standard processes, procedures, systems and/or techniques to identify and implement solutions to problems.
**CAPABILITY FRAMEWORK**

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

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<tr>
<th>COMPETENCIES Clusters of behaviours required for successful performance.</th>
<th>ATTRIBUTES Personal qualities related to successful performance.</th>
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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>Perseverance</strong>: Persevering despite obstacles to ensure tasks are completed.</td>
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<td><strong>Quality Focus</strong>: Ensuring accuracy and quality when completing tasks.</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>Reliability</strong>: Meeting commitments and responsibilities.</td>
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<td><strong>Service Focus</strong>: Making students, staff, key contacts and their needs a priority.</td>
<td><strong>Resilience</strong>: Dealing effectively with and recovering quickly from setbacks or pressure.</td>
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<td><strong>Teamwork</strong>: Working in collaboration with others to achieve shared goals.</td>
<td><strong>Integrity</strong>: Maintaining confidentiality, discretion and professionalism.</td>
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<td><strong>Relationship Management</strong>: Establishing effective working relationships with others.</td>
<td><strong>Proactivity</strong>: Ability to work proactively with minimal supervision while meeting goals and deadlines.</td>
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<tr>
<td>REQUIRED KNOWLEDGE</td>
<td>KEY EXPERIENCES</td>
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<td>Qualifications, technical and/or professional skills and information needed from day one for successful performance. MS Office skills particularly, MS Excel, word, powerpoint and records management Understanding of accounts principles and procedures. An understanding of the tertiary and/or medical services environments</td>
<td>Practical experiences and exposure to specific environments or activities related to successful performance. Working in administration and/or customer service fields Providing advice and service to customers and resolving issues within established policies/procedures.</td>
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<tr>
<td>ACQUIRED KNOWLEDGE</td>
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<td>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 ALERT education program and courses Knowledge of FMHS' policies, systems, processes and procedures. Knowledge of the Faculty's functions and structure Knowledge of medical terminology</td>
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