



Position Description – TLC Learning

Position	Student Placement Coordinator
Classification:	Nil
Award/Agreement:	Common Law
Reporting to:	TLC Learning Manager

Our Mission & Values

To be leaders in innovative and integrated healthcare renowned for providing wellbeing to our communities.

Respect:	We value diversity, treating each other with courtesy and care
Accountability:	We are responsible for our own actions and inactions
Excellence:	We strive to be the best in all that we do
Collaboration:	We work together cooperatively to achieve shared outcomes
Integrity:	We act with honesty, openness and professionalism
Innovation:	We embrace new ideas and seek creative solutions

Position Summary

The Student Placement Coordinator is to liaise with learning institutions (universities, TAFEs and other RTOs) in the development of partnerships for the placement of students from a number of disciplines such as Nursing, Individual Support, Physiotherapy, Occupational Therapy, Mental Health and a variety of other Clinical placements. Key to the role are relationship management skills.

The Student Placement Coordinator will be responsible for the ongoing development of TLC Learning's student placement guidelines, procedures and agreements with TLC managers and partnerships with educational institutions. The role ensures a streamlined student placement process for both internal and external students. The Coordinator will work in partnership with the TLC Learning Manager in generating possible other student services for internal and external students.

The position also liaises with staff who are supervising students and ensuring that they are up-to-date with current supervisory materials and recording of their attendance at regular education workshops and other professional learning events in order to maintain currency. Should any problems arise during student placements the student placement coordinator is responsible for supporting the resolution of such events.



Qualifications / Experience Required

- A tertiary qualification in a relevant discipline or experience at the same level
- Experience in an education or healthcare setting
- Knowledge and experience in relationship management, networking and problem solving
- Understanding of and sensitivity to issues relevant to students and the health sector
- Experience in a customer service setting with a diverse group of stakeholders

Key Skills and Competencies

Job Competencies

- Commitment to excellence in education
- Knowledge and understanding of education principles and clinical placement guidelines.
- Previous experience with a customer service-based role.
- Ability to manage resources efficiently
- Respects the dignity, privacy and individuality of students and keeps confidential information
- Ability to deal sensitively with issues and communicate effectively with external and internal stakeholders
- Ensuring a high and consistent standard of work in line with TLC's policies and procedures, ensuring compliance with relevant legislation.
- Computer literacy (including MS Office, Power Point, Excel and industry-specific software applications)

Personal Competencies

- Identifies initiatives and plans to implement changes
- Maintains professional knowledge and standards for students
- Displays a strong service delivery focus and accepts responsibility and accountability for performance of self
- Strong communication skills, is able to clearly convey information and present an opinion
- Listens, consults and communicates clearly to problem solve
- Ability to work effectively and collaboratively across the organisation
- Excellence in integrity and understanding of professional boundaries
- Sound stakeholder engagement and proactive management of positive and negative feedback
- Commitment to a culture of excellence and continuous quality improvement
- Ability to work autonomously and to effectively manage work priorities
- Good analytical and problem-solving skills
- Presents a positive attitude and an ongoing commitment to position responsibilities and organisational goals

Training and Compliance

Mandatory Training

- TLC Induction
- Health Services Induction
- Driver Safety
- Hand Hygiene for Healthcare Workers
- Manual Handling
- Occupational health and Safety Fundamentals
- Fire and Emergency Training



Compliance Requirements

- Current Cleared NDIS Worker Screening Check
- Compliance with TLC Policies and Procedures
- Mandatory Training
- Vaccinations as required in line with the Department of Health and the TLC Vaccination Policy

Key Results Areas

1. Demonstrates and upholds the Mission and Values of TLC Healthcare

- Incorporate the values of TLC Healthcare into daily practices in relation to all duties and responsibilities

2. Working with Partner organisations.

- Work with TLC Aged Care General Managers to ensure placement positions are available and relevant to the home or division.
- Maintain existing partnerships and develop new partnerships with education providers to support best practice in student placement.
- Ensure clinical placement guidelines are adhered to.
- Ensure Agreements and student paperwork is completed and recorded.
- Collaborate with internal and external stakeholders to improve the quality of student placements.
- Deliver, embed, and promote TLC's Vision and Values

3. Develop and maintain productive relationships

- Develop respectful and reciprocal relationships that respond to education provider and student needs and expectations within TLC guidelines to deliver better outcomes for all.
- Actively plan to create maximum opportunities for student placements.
- Work with People and Culture and General Managers to create a workforce pipeline through student placements.
- Contribute to and sustain collaborative internal and external partnerships and share best practice models.

4. Maintain records and resources

- Collect, collate and maintain data on students/placements for ongoing job placement and opportunities.
- Maintain a database of all university/educational centre student placement contacts
- Support Homes/Divisions to insure the correct paperwork has been completed and forwarded to the correct departments
- Update and develop intake guidelines for both General Managers and external student placement coordinators
- Regular reporting to the TLC Learning manager regarding student placements
- Undertake basic administrative tasks as required.



5. Planning, organising and problem solving

- Takes initiative, acts with confidence, and works under own direction
- Manages time effectively, and prioritises appropriately
- Sets clearly defined objectives, and is accountable and proactive about reviewing progress and outcomes
- Identifies opportunities for organisational improvement and responds with innovative ideas
- Writes in a structured and logical way, avoiding the unnecessary use of jargon or complicated language
- Structures information to meet the needs of the intended audience
- Manages the confidentiality and security of student feedback
- Develops placement plans in partnership with Homes/Divisions and clinical students to ensure meaningful and worthwhile programmes and initiatives are offered to staff and consumers
- Exercises common sense in making judgments and seeks solutions to problems.

6. Administrative Support of TLC Learning

- Provides administrative support to the TLC Learning Manager across a range of activities and projects
- Undertakes event planning activities related to education including venue, equipment and catering hire
- Provides welcome function for education sessions held at TLC Head Office
- Provides support to TLC Healthcare reception on a regular basis
- Provides support and back up to the RTO and Compliance Administrator

7. Demonstrates a commitment to quality and continuous improvement

- Proactively engages to ensure compliance requirements are met
- Identifies areas for improvement and actively works to implement improvements
- Meets TLC Healthcare risk management requirements
- Regularly reviews performance and discusses proposed improvements and goals with TLC Learning Manager
- Maintains skills and competencies to an appropriate standard through participation in ongoing professional development

8. Takes reasonable care to protect health and safety of themselves, colleagues and others in the workplace

- Completes incident reports
- Contributes to risk assessments
- Participates in training and meetings regarding safety