

# Education Coordinator – Critical Care / Inpatients

## Position Description

<b>DIVISION / MATER MINISTRY</b>	Mater Health
<b>LOCATION</b>	Townsville
<b>REPORTING RELATIONSHIPS</b>	Reports to: Interprofessional Education Manager
<b>LEVEL OF ACCOUNTABILITY</b>	
<b>EMPLOYMENT STATUS</b>	Permanent
<b>SALARY</b>	Registered Nurse / Midwife Level 3
<b>TRAVEL REQUIREMENTS</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If required <input type="checkbox"/> Frequently <input checked="" type="checkbox"/> Infrequently
<b>EMPLOYMENT CONDITIONS</b>	<input checked="" type="checkbox"/> Vaccination Category
<b>DATE CREATED</b>	June 2024

### POSITION SUMMARY

The Education Coordinator will plan, develop, deliver and evaluate education activities and resources to meet current and emergent Mater staff and community learning needs, to improve health literacy and outcomes. Building interprofessional workforce capacity, capability, and competence through the provision of contemporary and evidence-based education, learning activities and practice, the Education Coordinator supports the achievement of educational and clinical excellence.

As an education and clinical expert, the Education Coordinator is accountable for the delivery of education and practice development outcomes and the implementation of High Value Healthcare across Mater. The Education Coordinator is also responsible and accountable for supporting and collaborating with the Clinical Facilitators and key stakeholders to operationalise Mater's Strategic and Operational plans within their portfolio areas. The Education Coordinator reports to the Interprofessional Education Manager.

### ORGANISATIONAL OVERVIEW

Mater is Queensland's largest and most innovative not-for-profit healthcare service, providing care for almost 700,000 patients a year across a network of 11 hospitals. We are a leader in healthcare, education and research — and that's because we employ exceptional people.

Delivering quality, compassionate care, in line with Mater's Mission and Values, we are an employer of choice, committed to enabling our people with the supports they need to deliver a world-class service for our patients. They are at the heart of what we do, and we recognise they are what differentiates the Mater experience within our community.

## MISSION, VISION, AND VALUES

We are our Mission. For more than a century, we have existed to respond to unmet community need; to provide compassionate care to those who need it most. Our Mission, Vision and Values are our constant guide to make appropriate decisions for a sustainable, socially relevant service that is genuinely committed to the delivery of a healthy community for everyone.

All Mater team members are required to adhere to relevant professional standards and the Mater behavioural standards, including those that support the Mater Mission, Vision, Values and Credo, and promote an ethical environment in accordance with the Code of Conduct. In doing so, it is expected team members will hold both themselves and others to account for these standards, with a focus on maintaining the quality and safety of services in which we provide across the state.

*Our mission*

We serve together to bring God's mercy to our communities through compassionate, transforming, healing ministries

*Our vision*

To empower people to live better lives through improved health and wellbeing

*Our values*



We honour and promote the dignity of human life and of all creation



We act with compassion and integrity



We strive for excellence

## **KEY PERFORMANCE REQUIREMENTS**

- Consistently and visibly applies the Mater Accountability framework to address inconsistencies in behaviour, practice or performance, including formal performance management of direct reports where required, to role-model and strengthen Mater's cultural focus on accountability and feedback.

### ***Position-specific responsibilities***

- Provide educational solutions by planning, developing, implementing, coordinating and evaluating interprofessional learning and development opportunities and evidence-based resources that aim to meet the needs of Mater and the community.
- Benchmark education and specialty related practices against national and international standards and practices.
- Demonstrate advanced and effective communication skills.
- Develop and action tailored and individualised learning plans in collaboration with other key stakeholders for staff working within the service portfolio who require additional support.
- Engage in and undertake educational research and quality improvement opportunities.
- Support professional development and/or performance management processes by observation and assessment of staff performance against regulatory, professional and organisational competency standards.
- Incorporate simulation methodology in teaching strategies to enhance skill, knowledge and teamwork within an interprofessional environment.
- Proactively seek opportunities for innovation and improvement in contemporary education and patient care practices.
- Support and encourage staff in developing and implementing quality activities that would effect changes in practice and clinical care.
- Collaborate with the Nurse Unit Manager and Clinical Facilitator/s to support staff to remain current with mandatory and essential education requirements.
- Promote an environment that facilitates critical thinking, problem solving, innovation, creative solutions and empowerment.
- Develop quality evidence-based assessment resources for use by staff and students.
- Develop, implement and evaluate an Education Plan for position portfolio areas, which aligns with strategic and operational plans of Mater.
- Effectively represent, negotiate with and influence colleagues and peers to catalyse and embed change.
- Effectively manage key relationships with peers and clients throughout Mater.
- Collaborate in the development of policies and practice as an advisor and support to Executives and leaders with service delivery responsibilities, as well as other clinical and non-clinical support services.
- Ensure development and succession plans are in place and actioned for own role.
- Liaise with other Education Coordinators, Clinical Facilitators and dedicated education personnel throughout Mater to support skills enhancement and clinical practice consistency.
- Role model and promote transformational leadership attributes and traits.
- Promote integrity, ownership and commitment to continued learning.

### **Service and operational outcomes**

- Actively partner with consumers and patients, as well as interprofessional colleagues, to determine service and operational objectives that provide exceptional experiences and outcomes, every time.
- Promote the importance of collaborative practice to optimise health service and improve health outcomes.

- Identify learning needs via a variety of mechanisms. e.g., incident data and analysis, changing practice resulting from new evidence, patient experience data.
- Design and evaluate learning and development and career progression pathways according to Benner's stages of clinical competence (novice to expert) on an annual basis.
- Evaluate all learning and development activities as per key performance indicators following the Kirkpatrick-Phillips model for evaluation.
- Collaborate with peers to ensure consistency of education and clinical practice.
- In collaboration with Mater leaders and peers, maintain and strengthen strategic relationships with community, universities, professional bodies, commercial entities, government, and non-government agencies to inform and enhance services.
- Provide support to staff to meet customer and service partner expectations to deliver "fit for purpose" education and increase staff and/or customer satisfaction.
- Analyse business data to inform strategic decisions, respond to issues and trends, and maintain and report on metrics aligned with the Mater's strategic and operational plans.
- Establish, maintain and report on education outcomes and compliance through robust documentation frameworks e.g., essential legislative, standards, clinical learning requirements.
- Plan, develop, implement and evaluate education activities and multimodal education resources to align with education best practice models, methodologies and technology.
- Provide education support to staff on Transition to Professional Practice Programs and students placed at Mater.
- Proactively encourages, guides and supports Mater Health staff to undertake and participate in Preceptor programs, formally and in the healthcare environment.
- Plan, develop, implement and evaluate Graduate and Transition Programs (where applicable and within portfolios) based on best practice principles.
- Investigate and action articulation to tertiary studies pathways for Graduate and Transition Programs with tertiary institutions.
- Proactively communicate program specifications, inclusive of recruitment, program intakes, program outlines, delivery timeframes, rosters etc. in a timely manner to all stakeholders.
- Provide guidance, support and feedback to Graduate and Transition Program coordinators.
- Contribute to and assist in the effective and efficient delivery and evaluation of Mater's orientation and onboarding programs.
- Proactively seek opportunities for translating research into practice in collaboration with other key stakeholders specifically, but not limited to in Mater Health and Mater Research.
- Ensure interprofessional education delivery meets operational service imperatives and timeframes to support positive outcomes for staff and safe, quality patient care.
- Use initiatives for professional growth to promote staff satisfaction and improve clinical outcomes.

### **Compliance and risk**

- Manage compliance and risk, ensure audits related to education activities are completed and endorsed recommendations implemented.
- Collaborate with interprofessional teams and implement and evaluate education strategies and/or solutions to manage risk and reduce clinical incidents.
- Identify, report, respond to and rectify workplace health and safety (WHS) concerns.
- Role model and contribute to the development of a continuous quality culture.

### **Performance and accountability**

- Consistently and visibly apply the Mater Accountability Framework to address inconsistencies in behaviour, practice or performance in order to role-model and strengthen Mater's cultural focus on accountability and feedback.
- Participate in own role review and performance development planning and appraisal. Regularly identify own learning needs and discuss professional development plan with Interprofessional Education Manager.
- Maintain current knowledge relevant to education and clinical specialty in accordance with best practice, legal and professional standards.
- Undertake specialty competencies and participates in care delivery during extraordinary staffing circumstances to retain clinical credibility and support patient care delivery.
- Promote integrity, ownership and commitment to continued learning and interactions with others.
- Undertake postgraduate study in education and area of specialty to remain credible.
- Attend relevant professional meetings, conferences and working committees to stay informed of current practice.
- Contribute to the expansion of Mater's reputation through personal capability and capacity building, conference presentations and research publications.
- Proactively represent Mater at national and international (where applicable) committees, forums, task groups, specialty groups, education groups on committees and professional body memberships – specifically related, but not limited to clinical expertise portfolios.

## KEY RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> <li>• Peers:               <ul style="list-style-type: none"> <li>○ Clinical Facilitators</li> <li>○ Mater Health staff</li> </ul> </li> <li>• Works closely with Mater Health</li> <li>• Works with leaders across the organisation to support learning and development</li> </ul>	<ul style="list-style-type: none"> <li>• Professional bodies e.g., AHPRA</li> <li>• Government and non-government agencies</li> <li>• Other key external stakeholders and bodies as appropriate e.g., tertiary providers</li> </ul>

## SELECTION CRITERIA

Qualifications
<p>Essential</p> <ul style="list-style-type: none"> <li>• Current and unrestricted registration and endorsement (where applicable) with Australian Health Practitioner Registration Authority (AHPRA) as a Registered Nurse and/or Registered Midwife.</li> <li>• Postgraduate qualification in Critical Care area or working towards same.</li> </ul> <p>Desired</p>

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- Postgraduate qualification (preferably master's degree) in teaching (clinical teaching) or education equivalent.
  - Certificate IV in Training and Assessment(current).
  - Minimum of three (3) years experience in the relevant specialty.
  - Minimum of two (2) years in a clinically based education role.
  - Demonstrated experience in the development, implementation and evaluation of clinical education.

## Skills, knowledge and experience

- Knowledge and skills in the delivery of education and training within Australian health care organisations.
  - Innovation in achieving education outcomes to support healthcare delivery.
  - Competence using Microsoft 365 suite of applications, a variety of electronic information systems / platforms and educational theory to support the efficient and effective use and development of education resources and reporting functions.
  - Demonstrated time management and organisational skills, including the ability to organise and prioritise tasks to meet deadlines.
  - High-level knowledge of contemporary adult education and clinical issues and the ability to translate this into education delivery and clinical based practice.
  - Ability to initiate, coordinate and evaluate quality improvement initiatives within education and clinical environments across professional
  - Ability to work with all levels of people internal and external to the organisation including volunteers and community groups.
  - Advanced oral and written communication skills.
  - Advanced critical thinking and problem-solving skills to support a solution focused attitude.
  - Ability to negotiate, develop and deliver a variety of training solutions including end-user support, classroom training, presentations and online learning.
  - Able to adapt to changing demands and is comfortable working in a dynamic and evolving organisation.
  - Demonstrated ability to function as an effective team member, together with the ability to work autonomously and collaboratively.
  - Data gathering, analysis and synthesis to inform changes to clinical practice and/or process.
  - Self manages and effectively negotiates timeframes to complete competing projects, which may involve more than one education and/or clinical team.
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groups, departments and facilities.

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## **AN EMPLOYER OF CHOICE**

We offer salary packaging, career progression, flexible working hours and leading training and skills development.

Research shows that candidates from underrepresented backgrounds often do not apply for roles if they don't meet all of the criteria – unlike majority candidates meeting significantly fewer requirements.

We strongly encourage you to apply if you are interested: we'd love to know how you can amplify our team with your unique experience.

