

Position description

Position title:	Program Support Officer, Professional Experience
School/Section/VCO:	Academic Services and Support Directorate
Campus:	Berwick Campus. Travel between campuses will be required.
Classification:	Within the HEW Level 5 range
Employment mode:	Continuing appointment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Time fraction:	Full-time
Recruitment number:	848959
Further information from:	Ms Helen Ryan, Manager (Program Support and Technical Services) Telephone: (03) 5327 9404 E-mail: h.ryan@federation.edu.au
Position description approved by:	Mr Andrew Evans, General Manager (Academic)

This position description is agreed to by:

Employee name

Signature

Date

The University reserves the right to invite applications and to make no appointment.

Warning: uncontrolled when printed.

Authorised by: Director, Human Resources
Document owner: Manager, HR Shared Services

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Position summary

The Program Support Officer, Professional Experience is responsible for the placement of Pre-Service Teachers (PSTs) in Education programs, the placement of students in the Bachelor of Community and Human Services and the Master of Social Work programs on professional experience across the School of Education and the School of Arts. The position is responsible for performing administrative duties to ensure efficient communication with placement organisations, students and staff involved in professional experience.

The Professional Experience Officer will be required to travel between campuses.

Key responsibilities

1. Ensure the provision of efficient and effective administration for Professional Experience across the above programs in the School of Education and the School of Arts.
2. Undertake the coordination of Professional Experience with placement organisations and prepare the relevant documents that support this activity.
3. Ensure the maintenance of student records by maintaining databases for Professional Experiences, including all organisation related data as well as for course administration, including Moodle.
4. Ensure the efficient and confidential lodgement of Working with Children Checks (WWCC) for PSTs and Police Checks where necessary.
5. Contribute to the efficient administration of all financial processing relating to Professional Experience, including verification of Professional Experience payment claims.
6. Provide advice with a customer service focus to all students, staff and organisations relating to professional experience placements as per University policies and procedures, and ensure adherence to relevant policy, procedure and guidelines.
7. Monitor PSTs professional experience to ensure appropriate completion of professional experience requirements and report on where requirements are not met.
8. Provide administrative support to the Bachelor of Community and Human Services and the Master of Social Work academic staff to organise student placements during their course of study.
9. Provide accurate data and statistics on Professional Experience placements as requested.
10. Reflect and embed the University's Principles, Objectives and Strategic Priorities when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: <https://federation.edu.au/about-us/our-university/strategic-plan>.
11. Undertake the responsibilities of the position adhering to:
 - The Staff and Child Safe Codes of Conduct and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;
 - the requirements for the inclusion of people with disabilities in work and study;
 - Occupational Health and Safety (OH&S) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Program Support Officer, Professional Experience reports to the Coordinator, Programs and works under the general direction of the relevant Program Coordinators in the completion of daily tasks. The position independently coordinate the administration for professional experience, liaising with appropriate academic staff in matters requiring academic judgement.

The Program Support Officer, Professional Experience is also required to demonstrate analytical and problem solving skills relating to the development, implementation and maintenance of a placement online database.

The Program Support Officer, Professional Experience coordinates a range of tasks concurrently throughout the year that directly impact on the completion of students' Professional Experience requirements as well as the effective and efficient administration of tasks within the School of Education and the School of Arts.

Training and qualifications

A relevant degree without subsequent relevant work experience; or completion of an advanced diploma qualification and at least one years subsequent relevant work experience; or completion of a diploma qualification and at least two years subsequent relevant work experience; or an equivalent combination of relevant experience and/or education/training.

Position/Organisational relationships

The Program Support Officer, Professional Experience works collaboratively as part of the Academic Services and Support Directorate Work Integrated Learning team to facilitate the coordination and administration of student placements and is required to work collaboratively with the Work Integrated Learning teams across all Univeristy campuses to ensure consistency of practice and sharing workloads. The position is also required to work collaboratively with academic and other professional staff.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following Key Selection Criteria:

1. Completion of a degree without subsequent relevant work experience; or completion of an advanced diploma qualification and at least one year's subsequent relevant work experience; or completion of a diploma qualification and at least two years' subsequent relevant work experience; or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated knowledge and application of database applications, including demonstrated knowledge of the use of database applications for the administration of Work Integrated Learning would be desirable.
3. Demonstrated ability to interpret policies and procedures, and to provide accurate and timely advice to stakeholders.
4. Demonstrated communication, interpersonal and negotiation skills, including the capacity to work collaboratively with a range of stakeholders to ensure quality customer satisfaction as well as the capacity to maintain strict confidentiality.

5. Demonstrated time management and organisational skills, including the ability to prioritise workloads, meet tight deadlines while paying attention to detail.
6. Demonstrated administrative skills, including the ability to maintain efficient and effective record-keeping and filing systems and databases.
7. Demonstrated ability to work both independently and as a contributing member of a team as well as the capacity to work in a collegiate manner with other staff in the workplace and across campuses.
8. Advanced level skills in the use of computer software packages, including spreadsheets and databases.
9. Demonstrated alignment with the University's commitment to child safety.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.