

Details

Area	Faculty of Health
Team	School of Medicine
Location	Ballarat Clinical School, (Grampians Health, Ballarat)
Classification	HEW level 5
Reports to	Senior Administrative Officer

Deakin

Deakin is a Victorian university with a global impact. We are agile and innovative, and committed to making a positive impact through our excellence in education and research and the contributions we make to the wider community.

Our reputation has been built on the dedication and expertise of our staff. We offer a dynamic, diverse and inclusive working environment with opportunities to grow and develop careers. We believe that a progressive, thriving culture will ensure people choose to come, and stay at Deakin and contribute to our ongoing success.

As one of Australia's largest universities, Deakin has strong global linkages, world-class research and an education portfolio that blends the best of campus and digital delivery into a highly supportive and personalised student experience.

We offer outstanding education founded on the experience we create for our learners and guided by graduate outcomes for successful lives and careers. We undertake globally significant discovery research that benefits our communities through the innovative translation of our ideas into new services, products, policies and capabilities.

Deakin campuses sit on Wadawurrung, Wurundjeri, and Eastern Maar Countries, and the University acknowledges, values and deeply respects its connection with the Traditional Custodians and Elders past and present of these lands and waterways. Deakin is the most popular university destination in Victoria for Aboriginal and Torres Strait Islander students and has a rich history of supporting the ambitions of First Nations students, including through the NIKERI Institute (formerly the Institute of Koorie Education).

Deakin aspires to be Australia's most progressive university, with the principles of diversity, equity and inclusion underpinning our approach to education, research, employability, digital delivery, innovation, and partnerships for impact. Our vision is for an inclusive environment where we value and celebrate diversity, embrace difference and nurture a connected, safe and respectful community. We want Deakin to be a place where all staff and students feel included and respected for their unique perspectives and talents.

[Strategic Plans – Deakin 2030: Ideas to Impact](#)

[Benefits of working at Deakin](#)

Overview

The position is responsible for the provision of a broad range of administrative support for the academic staff and clinical tutors at the Ballarat Clinical School to ensure the delivery of the Year 3 and 4 curriculums at teaching sites affiliated with the Clinical School.

The Administrative Officer will be responsible for the coordination of clinical placements, timetables, evaluations and clinical examinations. They will provide administrative support for medical students and other learners, academics and clinical tutors teaching or learning at the Clinical School and will liaise with University and health service administrators, information technology support staff and clinicians.

Reporting to the Senior Administrative Officer the incumbent will:

- Coordinate the administrative aspects for each of the Year 3 and 4 rotations in the Deakin medical student teaching program including clinical placements, timetables and room bookings.
- Liaise with clinicians and health service administrators to facilitate the delivery of the Year 3 and 4 curriculums at clinical sites affiliated with the Clinical School.
- Liaise with University of Melbourne and other clinical placement coordinators at the health service, to ensure appropriate access to clinics and wards, manageable workloads for clinicians and equal exposure to patients.
- Assist with the administrative aspects of recruitment of clinical teachers for each of the rotations in the Deakin medical course and professional staff at the Clinical School.
- Assist with the organisation and administration of written and clinical examinations.
- Assist with administrative functions at Ballarat Clinical School, including provision of administrative support to academic staff and School committees and communication with School, Faculty and University staff at other sites.
- Liaise with Faculty, University and health service IT staff to enable online curriculum delivery.
- Provide leave cover for the Clinical School Senior Administration Officer.

Accountabilities

- Coach, guide and support team members as needed to deliver against individual, team and University goals and recognise the importance of teamwork and of effective communication amongst team members and build rapport within immediate team in ways that are respectful and inclusive of others.
- Role model professional and ethical behaviours. Consult with available sources to gather relevant information and seek the expertise and advice of other people as appropriate.
- Clarify expectations and respond promptly to customer requests, queries, or complaints to ensure customer needs are met to agreed standards and timelines and seek to understand the audience by increasing knowledge of a diverse range of communication needs.
- Presents information in a clear and structured way and communicates concisely by focusing on key messages and checks that messages delivered are understood and tailor communication style and message according to audience needs

- Actively seek to maintain positive relationship and support team members in times of pressure and change and build productive relationships with a diverse range of existing stakeholders and actively seek to maintain positive relationships.
- Take personal responsibility for meeting goals and objectives and for contributing to an inclusive team environment and take an organised and methodical approach to work, regularly plan time (workday / week / month) according to workload and track progress of work tasks.
- Engage in process improvement activities and adopts new ideas, approaches and changes to work practices and deliver effective and efficient outcomes and outputs against team and operational goals.
- Shows initiative and proactively steps in to do what is required to achieve goals and contribute feedback and suggestions and identify situations in which change is needed.

Selection

- Completion of a Degree without subsequent relevant work experience; or
- Completion of an Associate Diploma and at least two years subsequent relevant work experience; or
- An equivalent combination of relevant experience and/or education/training
- Experience in a similar role focused on customer service and managing a range of activities.
- Self directed and an ability to set and juggle priorities.
- Experience of working in an environment which is guided by policies and procedures and systems.

Capabilities

- **Growth Mindset** open to learning and new experiences, invests in development.
- **Communicates** engages others through persuasive and influential communication.
- **Collaborates** cultivates collaboration across Deakin, strives for shared outcomes, builds partnerships.
- **Engages Other** establishes effective relationships to achieve shared goals.
- **Delivers Outcomes** creates clarity through governance, makes decisions that result in quality outcomes.
- **Improves Work** proactively improves the efficiency and quality of processes and systems.

Special Requirements

- This position requires the incumbent to live and work in the Ballarat area
- This position may require the incumbent to occasionally work outside business hours.
- This position may require the incumbent to travel from time-to-time within Victoria to attend conferences, events and to represent the university.
- This position requires the incumbent to hold a current Working with Children Check

Note

The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.