



Position Description

Clinical School Services Officer, Rural Generalist Program

School of Rural Medicine

Faculty of Science and Health

Classification Level 6

Delegation band [Delegations and Authorisations Policy \(see Section 3\)](#)

This appointment is conditional upon you satisfying and maintaining a Working with Children Check clearance in accordance with the laws and regulations in the state or territory where you'll be working

Special conditions As the University is a contractor providing services to NSW Health, this position has been identified as Category A in accordance with NSW Health requirements. As such this appointment is conditional upon you satisfying and maintaining adequate protection against the infectious diseases specified in the NSW Health "Occupational Assessment, Screening and Vaccination Against Specified Infectious Diseases" policy.

Workplace agreement [Charles Sturt University Enterprise Agreement](#)

Date last reviewed May 2024

About Charles Sturt University

Purpose

The Wiradjuri phrase *yindyamarra winhanganha* means the wisdom of respectfully knowing how to live well in a world worth living in. This phrase represents who we are at Charles Sturt University – our ethos. It comes from traditional Indigenous Australian knowledge, but it also speaks to the vision of the university – to develop and spread wisdom to make the world a better place.

Vision

Charles Sturt University is set to undergo a decade of great reform that will see the university characterised by these key elements:

- An uncompromising drive towards excellence in every aspect of its operations
- A far-reaching strategic re-positioning of teaching, learning, research, and innovation
- A cementing of our position as Australia's pre-eminent rural and regional university

The overarching aim is to consolidate our institution so that it is demonstrably more resilient and sustainable by the end of the decade.

Goals

To deliver on our purpose and vision, the university has three key goals:

1. Maintain the university's position in the top five Australian universities for graduate outcomes based on employment and salary
2. Embed a culture of excellence across all aspects of the university's operations
3. Exponential growth in research, development, and innovation income in our chosen areas, delivering high impact outcomes for regional Australia

Our values

Charles Sturt has a proud history and is fortunate to have an outstanding group of diverse, passionate, and engaged people working with us. Our values of insightful, inclusive, impactful, and inspiring guide our behaviours and ways of working to help us achieve our ethos of creating a world worth living in.

Performance measures

In addition to the principal responsibilities all staff are required to contribute to the success of the university strategy including meeting university's eight key performance indicators:

Our Students	<ul style="list-style-type: none">• Commencing progress rate• Student experience
Our Research	<ul style="list-style-type: none">• Research income• Research quality and impact
Our People	<ul style="list-style-type: none">• Engagement• All injury frequency rate
Our Social Responsibility	<ul style="list-style-type: none">• Underlying operating result• Community and partner sentiment

School of Rural Medicine

Supported by funding from the Commonwealth Department of Health through the Rural Health Multidisciplinary Training (RHMT) program, the School of Rural Medicine focuses on excellence in teaching, research initiatives supporting rural health outcomes and a doctrine promoting student opportunity and aspiration, and rural medical workforce retention and planning.

We are committed to engaging with and supporting local doctors and health professionals across rural NSW, and together we are building a highly motivated and dedicated team with a passion for teaching, community and rural health, delivering high quality clinical educational experiences for our medical students as well as supporting Junior Medical Officers.

The School aims to produce graduates who are competent, capable of working independently in areas of need and who are enthusiastic to work in rural environments. The School also works to develop curiosity in its students and provides the opportunity and motivation for involvement in research to enhance rural medical knowledge and practice. Every facet of the academic and support programs is designed to achieve these aims.

The key focusses of activities within the School of Rural Medicine are:

- Raising the aspiration, recruitment and success of rural and First Nations students within the footprint of the School of Rural Medicine;
- Growing capacity for collaborative quality community-led rural clinical training, particularly in smaller regional communities and across primary care and other identified disciplines;
- Evaluating the activities of the Program, in its research of the rural health workforce, and approaches to service delivery that enhance the health of rural Australians; and
- In line with Commonwealth RHMT core goals and program outcomes, develop collaborative and close working relationships with other universities delivering rural medical training, fostering the development of future joint rural medical and health training capabilities and developing new multidisciplinary resources and training opportunities.

Rural Generalist Program

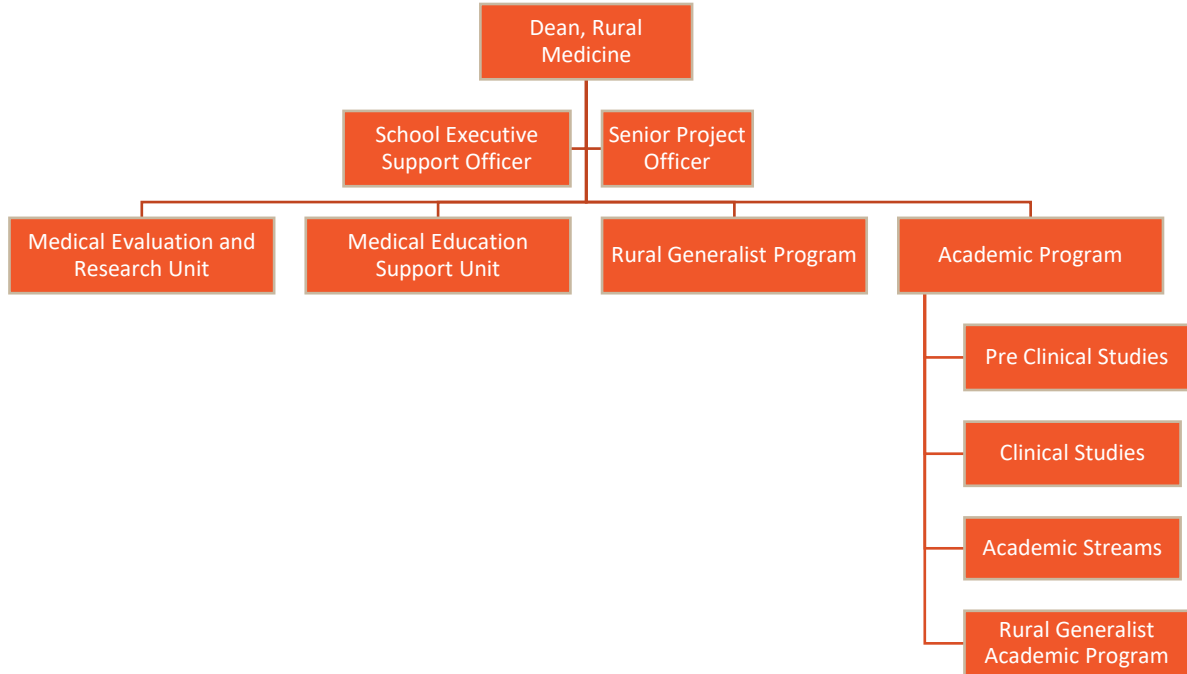
The School of Rural Medicine (SRM) has established a Rural Generalist Program as an integral facet of its Medicine Program. Nine rural sites coordinate clinical activities of the Program ensuring that students undertake clinical training in rural areas throughout their Medicine Course.

In each of these nine sites, a coordinating team will be established to organise and supervise student placements and the medical education program, including the coordination of tutorials, conference weeks and online teaching modules, and to ensure student wellbeing and welfare. Central to this team will be the Head of Clinical School and the Clinical School Services Officer. While the Head of Clinical School will be responsible for the academic activities of the students, the Clinical School Services Officer will work in partnership with staff within the SRM and the broader CSU community in the operations of the Clinical School, wellbeing of students, timetabling, relations with medical and health practices and practical matters including student accommodation.

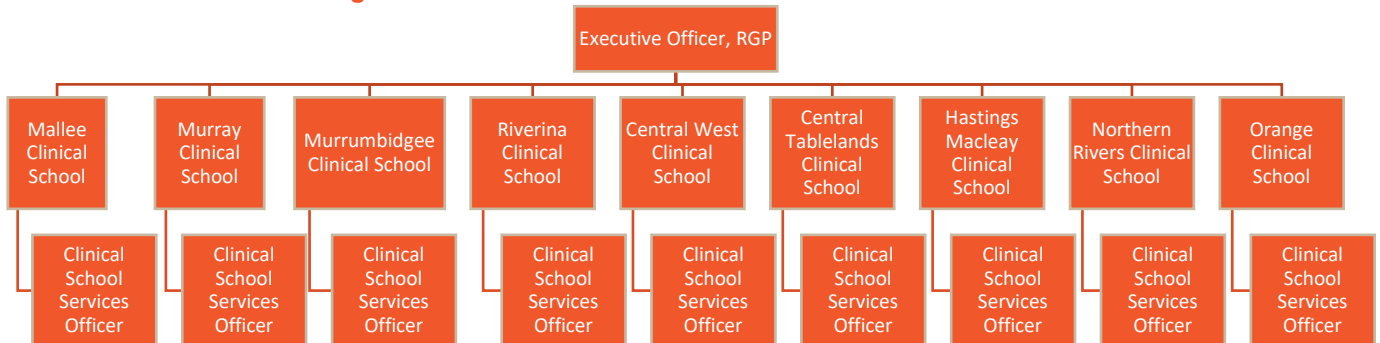


Organisational charts

School of Rural Medicine



Rural Generalist Program



Reporting relationship

This position reports to: Executive Officer, Rural Generalist Program

This position supervises: NA



Key working relationships

- Head of Clinical School
- Joint Partnership | Academics and professional staff from Western Sydney University (WSU)
- Local medical practitioners, general and specialists and their staff
- SRM professional and academic staff
- Professional staff within CSU
- External Stakeholders, including community and private organisations
- Faculty of Science and Health staff
- Students

Position overview

Within a busy and complex organisational environment, the Clinical School Services Officer is responsible for the overall operations and logistical leadership of the Rural Generalist Program's (RGP) aligned clinical school. The role supports the objectives of the School by delivering administrative support to academics and students.

The role works as part of the School of Rural Medicine Rural Generalist Team and collaborates with other relevant internal and external stakeholders to ensure effective operational delivery in line with university policy and processes and Commonwealth reporting requirements, timebound and budget imperatives.

The Clinical School Services Officer provides high level administrative support to the Head of Clinical School ensuring the rural Clinical School delivers an exceptional student experience whilst meeting Medicine program goals, objectives and reporting requirements. Professionalism, teamwork and collegiality underpin local administrative and logistical support for students, academics, staff and visitors, and the Clinical School Services Officer ensures productive and significant working relationships are developed and maintained with internal and external stakeholders.

The Clinical School Services Officer is responsible to the Executive Officer, Rural Generalist Program to ensure the School's aligned clinical school is established as a centre of operational excellence with high quality innovative rurally focussed clinical learning and teaching, exceptional student-teacher experience and a vibrant community integrated culture.

The Clinical School Services Officer will assist in operationally supporting the School of Rural Medicine main campus and other duties as required.



Principal responsibilities

- In consultation with the Executive Officer, Rural Generalist Program, support the Head of Clinical School in development of the clinical teaching program in line with School and RHMT core objectives and goals, and ensure efficient and optimal administration of the RGP operations.
- Coordinate with the Head of Clinical School and academic staff in developing and maintaining relationships with key stakeholders including local clinicians, Local Health District (LHD), primary care and clinical practices, specialist colleges, training institutions, schools, other universities and educational institutions, and local communities.
- Engage with doctors for new teaching opportunities and expansion of new clinical placements for students and provide coordination of engagement with media and community stakeholders as required to provide approved and consistent messaging.
- Coordinate and undertake a range of student and client related administrative activities and services supporting the delivery of the Medicine program.
- Provide advice to academic and professional staff on matters including but not limited to induction and orientation, access to systems, online learning technologies, curriculum administration and procedure.
- Manage a broad range of Clinical School administrative functions, including, but not limited to finance, procurement, travel, meetings, student welfare and wellbeing, education support and clinical school services, EDRS (Employee Development and Review Scheme) processes and facility operations.
- In collaboration with the Head of Clinical School and clinical school staff, manage the logistical aspects of the clinical school undergraduate program delivery including but not limited to; clinical placements, MD Projects, Subject processes, including assessment and examination, marking and results, regional training initiatives, stakeholder engagement and vocational training pathways, records and compliance.
- Consult with the Head of Clinical School and support the Executive Officer, Rural Generalist Program for clinical school HR requirements related to recruitment, appointments, conferrals and other engagements in collaboration with School of Rural Medicine, ensuring compliance with university process, policies and procedures.
- Manage clinical school operations, including planning and maintenance of facilities, equipment and other assets in line with CSU policy and guidelines.
- Participate in business improvement activities and projects and other processes to streamline and facilitate administrative efficiency, as required.
- Perform other duties appropriate to the classification as required.



Role-specific capabilities

This section comprises capabilities from the Charles Sturt [Capability Framework](#) identified as essential or critical for success in this role.

Network	Bring people together and build relationships that deliver desired benefits and outcomes.
Listen closely	Dig deep to understand others, using self-insight to build team spirit and recognise efforts.
Influence	Create compelling arguments to persuade others and promote ideas that add strategic value.
Analyse	Analyse information, probe for clarity, produce solutions, make judgements, think systemically.
Formulate strategies and concepts	Work strategically, set strategies, have vision, think broadly about the organisation.
Plan and organise	Set objectives, plan, establish contingencies, manage time, resources and people, monitor progress.

Physical capabilities

The incumbent may be required to perform the following.

- Perform in an accurate and timely manner push/pull, reaching, grasping, fine manipulation tasks, including lifting items up to 10kg.
- Possess the physical ability to carry out shelving duties, such as frequent bending, reaching/stretching, squatting and repetitive lifting.
- Work in other environments beyond your base clinical, such as other clinical schools and CSU campuses.
- On occasion drive a university vehicle distances up to 500km per day within the terms of the university's [Driver Safety Guidelines](#)



Selection criteria

Applicants are expected to address the selection criteria when applying for this position.

Essential

- A. A degree, normally with two or more years subsequent relevant experience to consolidate the theories and principles learned or extensive experience, leading to either the development of specialist expertise or to the development of broad knowledge, in technical or administrative fields or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- B. Demonstrated ability to build strong relationships and solve complex problems with key internal and external stakeholders and to lead work across internal units and organisations to deliver program and funding requirement outcomes.
- C. Excellent organisational, planning, budget and program management skills and proven ability to plan and coordinate work to achieve goals and meet deadlines.
- D. Excellent written and verbal communication skills with the ability to prepare reports for senior leaders and committees and to listen, negotiate, influence, facilitate and problem solve.
- E. Demonstrated interpersonal skills, integrity and commitment to quality and the provision of excellent customer service, and a demonstrated ability to communicate with people at all levels including from diverse backgrounds and cultures, verbally and in writing.
- F. Proven track record and professionalism in building effective teams and contributing positively to team dynamics, demonstrated integrity, maintaining professional relationships, assisting and mentoring colleagues and supporting management decisions and strategic direction.
- G. Computer literacy with excellent skills in the Microsoft Office Suite of applications and an ability to learn and gain competence in CSU systems-based applications in a timely manner.

Desirable

- H. Proven ability to apply knowledge and experience in analysing and resolving and/or referring restricted, complicated and sensitive matters efficiently and appropriately whilst maintaining confidentiality and discretion.
- I. Demonstrated initiative and success working productively in a high-volume, process driven environment with variable workflows and competing deadlines to deliver timely effective outcomes.
- J. Knowledge of the operations of a major university, including structure, policies and practices.



Brisbane
Study Centre

New South Wales

Dubbo

Port Macquarie

Orange

Bathurst

Goulburn
NSW Police Academy

Sydney
Study Centre
Parramatta

Wagga Wagga

Canberra

Albury-Wodonga

Wangaratta
Regional University Study Centre

Victoria

Melbourne
Study Centre

