

POSITION DESCRIPTION

Position Title	Administration Officer – Clinical Placement
Position No	
Department(s)	Nursing and Allied Health Services and Science
Faculty/Centre	Health Science, Community and Social Studies
Classification	PACCT Worker Level 3 (PW 3)
Prepared By	Head of School – Nursing
Date	April 2024
Reference No	<i>(To be completed by Human Resources Department)</i>
Approved By	Associate Director - Human Resources
Primary Objectives of Position	<ol style="list-style-type: none"> 1. As an initial point of contact, assume responsibility for key clinical administrative portfolios within the department and provide high level administrative and receptionist support to Clinical Placement Manager. 2. Provide front-line assistance, support and information to existing and prospective students/clients and effectively promote the department both internally and externally. 3. Provide friendly, efficient front-line administrative support in the development and maintenance of industry relationships and partnerships.
Manager/Supervisor	<p>Clinical Placement and Partnership Coordinator (Coordinator).</p> <p>In relation to department operations impacting on clinical placement operations the position may have a functional reporting relationship to the Heads of identified departments.</p>
Role Of Subordinates (Where Applicable)	As required to maintain clinical work placement operations the position may have supervisory responsibilities for casual administration staff.
Internal Communication Requirements	<ul style="list-style-type: none"> ▪ The Coordinator, Heads of identified department, faculty Dean and departmental senior educational staff as well as senior clinical placement officers. ▪ Student Administration and Registrar staff on all campuses in providing information, advice and support associated with the operations of the department.

External Communication Requirements

- Internal clients in departments and faculties, including students and staff, across all levels of the Institute in the provision of support and information.
- Relevant Institute support staff across the Institute in matters pertaining to administrative and other services which support the operations of the department.
- Employers, relevant health care industry organisations and facilities and key industry representatives.
- New and continuing students.
- Suppliers, consultants and service providers for resources required for the operation and strategic development of the department.
- Government and other associated agencies in relation to administrative, compliance and operational requirements.

Specific Accountabilities

1. Assume responsibility for key clinical administrative portfolios within the departments identified and work closely with, and provide high level administrative support to, the Heads of identified departments, and the coordinator.
2. Manage first-line general enquiries, providing relevant information or referring appropriately and promptly to ensure stakeholders receive optimum customer service.
3. Establish and maintain relevant data bases and coordinate and implement high-volume mail-outs.
4. Assist the Coordinator and Senior Clinical Placement Officers to ensure timely compliance with Clinical Placement Agreement conditions for each health service.
5. Ensure Practical Placement Agreements with students and health care facilities are in place prior to commencement of clinical placement.
6. Liaise with health care facilities to organise and coordinate clinical placements ensuring that all relevant information is provided to clinical venues within agreed administrative timelines.
7. In accordance with Institute processes, ensure risk assessment documentation is current for all venues prior to any student attendance.
8. Appropriately file hard copy and electronic records relating to students and ensure all student records are up to date and stored in a confidential and accessible manner.
9. Maintain departmental records, filing and archiving in accordance with quality management procedures, and the Holmesglen Management System.
10. Ensure timely processing of all invoices related to Clinical Placement and contribute to the continuous improvement of administrative systems and processes within the faculty.
11. Build on, and foster relationships and partnerships with health care providers.
12. Participate in the revision of clinical portfolios and documentation related to placements.

Qualifications

13. Comply with Holmesglen policies, procedures and processes, and applicable legislative and regulatory requirements, and contribute to the ongoing improvement of systems and processes.
14. Support the Institute's strategic plan and vision and work to ensure that all activities align to the Institute's commitment to quality.
15. Act in accordance with Holmesglen Safety policies and procedures to ensure the department is compliant with Occupational Health and Safety legislation.

Relevant diploma, or a suitable combination of lesser qualifications and relevant experience.

Knowledge

- Knowledge of student management systems.
- Knowledge of policies and procedures related to the enrolment, administration and rights and responsibilities of students.
- Contemporary office management practices and procedures and latest business and office technology.
- Detailed knowledge of Microsoft Office products and database management software.

Experience

- Experience in dealing with a broad range of people, face to face, telephone and email.
- Advanced technical competence in the use of the MS Office applications, internet applications and general database management software.
- Experience working with all aspects of office management and administrative operations in a complex, multi-disciplinary environment.
- Experience in working in a clinical placement office including the ability to set priorities in an environment of competing demands.
- Experience in delivering high level customer service providing courteous, informative and accurate responses to all enquiries.

Skills

- Demonstrated excellent interpersonal and written and verbal communication skills and a demonstrated ability to relate professionally to both internal and external stakeholders.
- High level customer service skills and telephone skills, providing courteous, informative and accurate responses to all enquiries.
- Demonstrated excellent organisational and administrative skills, including the processing of invoices, minute taking and the ability to work cooperatively within a team environment or work without supervision.
- Ability to coordinate workflow, prioritise work tasks effectively while maintaining a high level of accuracy and attention to detail.
- Ability to work under pressure, in a busy environment with competing agendas, to ensure timelines are met.
- Ability to adapt to the changing needs of the department.

Key Selection Criteria

In addition to qualification requirements, the incumbent will have:

1. Excellent interpersonal and written and verbal communication skills with the proven ability to maintain positive relationships with internal and external stakeholders.
2. High level of proficiency in the use of computer packages related to word processing and spreadsheet data management with the ability to set up administrative systems and processes.
3. Commitment to best practice customer service.
4. Proven ability to organise multiple tasks and competing agendas, in a busy environment, to ensure that service priorities are met within agreed timeframes.
5. Demonstrated ability to work effectively and constructively in a team environment.
6. Self-motivated with the proven ability to work flexibly and independently.

Note

- This position description describes in general terms the normal duties which this position is expected to undertake. Duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from people occupying positions classified at this level may be allocated.
- Employees attending certain workplace settings, including health and care facilities, may be required to meet mandatory vaccination obligations.
- Due to the nature of the position, there may be a requirement to accommodate flexible working hours and attendance requirements.
- The incumbent may be required to perform their duties at any campus or location controlled by Holmesglen Institute or elsewhere as directed.
- Holmesglen is a child safe organisation. This position requires a valid Victorian Employee Working with Children check.
- Holmesglen cultivates a workforce that embraces and values student voice and partnership.