

Clinical Placement Administrator

HEP Level 4

POSITION NUMBER	Insert 000000
ORGANISATIONAL UNIT	Sport, Health and Engineering
POSITION REPORTS TO	Clinical Placement Coordinator
OVERALL PURPOSE	The overall purpose of the Clinical Placement Administrator is to provide efficient and effective administrative and customer support services within the Clinical Learning Office. This position provides relevant administrative support to the Clinical Learning Office as well as the associated course areas to enable the delivery of placements at clinical partner venues affiliated with the College of Sport, Health and Engineering.
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	<p>Within the University the position:</p> <ul style="list-style-type: none"> ◆ Works closely with the Clinical Learning Office and the Administration of the College. ◆ Works with all key stakeholders within the College of Sport, Health and Engineering (CoSHE), First Year College (FYC) and WIL systems. <p>Outside the University the position liaises with:</p> <ul style="list-style-type: none"> ◆ University partners related to the provision of clinical placements across a range of healthcare industries.
LOCATION/CAMPUS	The position is currently located at the Footscray Park Campus of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.

KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

Deliver – Excellence Results-driven, accountability, problem solving focus.

Engage – Customer service mind-set internally, externally and particularly for students.

Collaborate and Partner – Build successful relationships, communicate effectively, influence and negotiate.

Innovate – Entrepreneurship, growth, continuous improvement, digital transformation.

Lead – Inspire direction, lead change, manage and develop people.

OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney. It also offers courses at partner institutions throughout Asia. Almost 43,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

ORGANISATIONAL UNIT

The College of **Sport, Health and Engineering** administers a wide range of undergraduate and postgraduate programs in areas of Clinical Sciences, Nursing and Midwifery, Allied Health and Biomedical Sciences and Sport and Movement Science.

Clinical Placements are managed by two teams that work collaboratively to meeting targets.

The focus of the Allied Health team is to support the Disciplines of:

- Paramedicine
- Social Work
- Speech Therapy
- Physiotherapy
- Nutritional Science and Dietetics
- Dermal Science
- Osteopathy

The Nursing and Midwifery team has a focus on the management of placements for the degrees of:

- Bachelor of Nursing
- Bachelor of Midwifery/Bachelor of Nursing

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Provide a high-quality reception and client service delivery to internal and external stakeholders relating to aspects of the Clinical Placement Program through face to face, phone or email enquiries. Where necessary, escalate enquiries for advice and resolution.
- ◆ Liaise effectively with stakeholders for all Clinical Programs to accurately verify mandatory documentation and pre-placement checks for enrolled students.
- ◆ Provide a range of administrative support services, including filing, printing, drafting routine correspondence and following up on action items within the Clinical Learning Office to ensure the successful operation of the Clinical Placement Program for all courses requiring clinical placements.
- ◆ Assist in the processing of clinical contract proformas for agencies/hospitals utilised in the Clinical Program including the monitoring of expiry dates and the renewal of clinical agreements as needed.
- ◆ Liaise effectively with relevant University staff to assist with the payment of clinical educators and recording the completion and distribution of sessional clinical staff.
- ◆ Assist in the checking of invoices from our clinical partners/placement providers, ensuring charges are in line with stated agreements and forwarding to Finance for processing, where necessary, referring anomalies for advice.
- ◆ Assist the Clinical Placements Manager and other staff within the Clinical Learning Office with updating information within relevant University databases and systems.
- ◆ Assist in identifying issues and contributing to the development and review of policies and procedures related to the efficient and effective operations of the Clinic Learning Office and service the requirements.
- ◆ Ensure that work is carried out in a manner which safeguards the OHS of staff, students and external stakeholders.

TYPICAL/MAJOR CHALLENGES

- ◆ Work priorities are discussed with, and managed by, the Clinical Placements Manager who has the overall responsibility for the clinical placements. The incumbent will work in conjunction with the Clinical Placements Manager, relevant academic staff such as Unit Convenors and Course Chairs to support administrative requirements within the Clinical Programs of the College.
- ◆ Display initiative and exercise judgement in the provision of administrative services to support the achievement of Clinical goals.
- ◆ Provide client services that are informative, efficient and courteous.
- ◆ Operates within the University policies, procedures and guidelines relating to safe practice and the University's occupational health and safety guidelines
- ◆ Required to deal with ongoing tasks both independently and via the direction of other more senior clinical staff (dependent on the level of complexity).
- ◆ Resolve problems that may arise within the scope of the position and refer unusual and complex queries to the Clinical Placements Manager.

LEVEL OF SUPERVISION

- ◆ Operates under routine supervision/general direction from the Clinical Placement Coordinator(s).

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ The Clinical Placement Administrator will have a general understanding of Clinical Learning to exercise judgement, initiative and commitment in carrying out their duties in an appropriate manner.
- ◆ The incumbent will have responsibility for the administration of a range of activities that support the College of Health and Biomedicine's clinical operations and work integrated learning programs.
- ◆ An understanding of role related University/College policies and procedures and how they interact with other related functions
- ◆ Aptitude or ability to work with relevant University systems and databases.
- ◆ Awareness of quality assurance policies and procedures and other relevant legislative requirements.

KEY SELECTION CRITERIA

Essential

1. Knowledge or Training Equivalent to: Completion of an Associate Diploma level qualification with relevant work related experience; or completion of a Certificate level qualification relevant work experience; or completion of an Advanced Certificate and extensive relevant experience or on the job training; or an equivalent combination of relevant experience and/or education/training.
2. A current E (Employee) Working with Children Check.
3. Demonstrated ability to work with students or have had similar experience.
4. Proficiency in all aspects of word processing, including Microsoft word, excel, access and outlook together with the skill base to quickly gain working knowledge of any University based online system.
5. Well-developed interpersonal and written and oral communication skills and the ability to interact with individuals from diverse backgrounds to deliver quality client/customer service and maintain confidentiality.
6. Ability to demonstrate initiative, judgement, organisational and administrative skills including the ability to organise and prioritise workload within limited time constraints and conflicting demands.
7. Ability to work co-operatively and effectively as part of a team, together with the capability to work alone/independently and meet the position objectives.
8. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OHS and Anti-Discrimination responsibilities and complete/attend relevant training.

Desirable

1. Previous experience in a Clinical Learning Office would be highly regarded.
2. Experience using administrative and student based systems and an understanding of policies and procedures within a tertiary education institution.

