

Laboratory Assistant Community Health

HEP Level 4

POSITION NUMBER	950555
ORGANISATIONAL UNIT	Community Health
POSITION REPORTS TO	Manager, Community Health
OVERALL PURPOSE	The overall purpose of the Laboratory Assistant is to support administration and monitoring of the Community Health Laboratories within the College of Health, Early Childhood Education and Community Services. This position is responsible for the maintenance monitoring of simulation labs and equipment as well as the timely dissemination and collection of required documentation and accurate record keeping to support teaching staff.
LOCATION/CAMPUS	The position is currently located at the various campuses including Sunshine, Footscray Nicholson & Werribee. 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 and Brisbane. It also offers courses at partner institutions throughout Asia. Over 40,000 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

Victoria University (VU) TAFE is the vocational education division of Victoria University which offers job-ready qualifications, upskilling and reskilling for existing workers, pathways to further studies, workforce development and exposure to real-life work skills. TAFE offers nationally accredited qualifications from Certificate I – IV, Diploma and Advanced Diploma as well as Higher Education Diplomas and Foundation Programs, short courses and professional development for a diverse range of vocational fields. TAFE offers English Language programs, VCE and VET programs for secondary school students.

The TAFE brings VU's vocational education offer together in specialist delivery areas, which include the College of Trades, Technology and Hospitality, the College of Health, Early Childhood Education and Community Services and the Centre of VU Transitions.

In line with VU's Strategic Drivers, especially Doing Dual Differently and Partnering with Principles, TAFE works very closely with industry partners, few of whom are co-located on our campuses that assist in enhancing student industry experience. The success of TAFE is based on the high quality of our delivery, core values and our people.

This position sits in the Community Health department in the College of Health, Early Childhood Education and Community Services. The Community Health department is responsible for delivering training in the Aged Care, Disability Support, Health Admin, Allied Health and other Community Based Health roles within the TAFE. These roles will primarily focus on teaching in the Allied Health, Health Services Assistance and Health Admin courses.

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Provide a high-quality customer service to internal and external stakeholders and other visitors.
- ◆ Liaise effectively with organisational units and staff beyond the immediate unit to gather routine information, keep informed and contribute to the requirements of the organisational unit;
- ◆ Provide factual and accurate information to internal and external stakeholders regarding the area of operation.
- ◆ Provide a range of administrative support services such as word processing, filing, drafting routine correspondence, taking notes and action items, and following up on relevant action items
- ◆ Maintain accurate records relating to laboratory inspections, stock, equipment maintenance and incidents within relevant University data bases and systems.
- ◆ Inspect the community health simulation laboratories and ensure laboratory resources, equipment and materials are accessible.
- ◆ Monitor laboratory consumable stock levels and provide assistance with replenishment in accordance with established procedures.
- ◆ Assist in maintaining laboratory compliance with relevant health, safety and operational requirements.

TYPICAL/MAJOR CHALLENGES

- ◆ **Judgement** to make sound decision on prioritising tasks within the laboratory environment.
- ◆ **Independence** to work without direction on routine tasks such as relation to maintain lab organisation, stock levels and administration.
- ◆ **Problem Solving** to improve lab operations and efficiency within the scope of the role.

LEVEL OF SUPERVISION

Reports to and operates under routine supervision/general direction from the Manager of Community Health

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ An understanding of procedures relating to laboratory operations, equipment maintenance, inventory systems and workplace health and safety requirements relevant to a teaching laboratory environment
- ◆ Knowledge and experience of MS Suite including Word and PowerPoint and Excel
- ◆ 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 a certificate level qualification with post-certificate relevant work experience. Or completion of an Advanced Certificate and extensive relevant experience and on the job training. Or an equivalent combination of relevant experience and/or education/training.
2. 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.
3. Well developed verbal and written communication skills and the ability to maintain confidentiality.
4. Well developed interpersonal skills, including the ability to interact effectively with a diverse range of staff and students in a University environment in order to meet the position objectives.
5. Ability to work cooperatively and effectively as part of a team, together with the capability to work alone/independently and meet the position objectives.
6. Demonstrated capacity to deliver quality client/customer service.
7. Demonstrated ability to organise and prioritise workload in a busy/demanding environment and complete competing work tasks within specified timeframes.
8. 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.
9. Willingness to commit to the VU Values and Behaviours:
 - Values - Access, Excellence, Respect
 - Behaviours - Engagement, Collegiality, Courage

Desirable

1. Knowledge of and willingness to comply with quality assurance policies and procedures and other relevant legislative and policy requirements applicable to the University.
2. Knowledge of and previous experience in a tertiary education institution.