

Position description

Position title:	Education Coordination Administration Officer
Date of last revision:	March 2018

1. Purpose

Reporting to the Chief Operations Officer, the Education Coordination Administration Officer is an administrative support role to the Education Coordination team. The Education Coordination Administration Officer organises clinical teaching visits for registrars and provides administrative support across a range of tasks.

The Education Coordination Administration Officer works with the Chief Operations Officer, Senior Education Coordinator, and the Education Coordinators to support the education team and relevant processes in providing administrative support.

2. Essential duties and responsibilities

Essential duties and responsibilities include the following, other duties may apply:

2.1 Coordinate issue and receipt of the agreement for clinical teaching visits form

- a) issue the agreement for clinical teaching visits form to new doctors and presenters
- b) ensure the agreement for clinical teaching visits form is received and appropriate details are completed correctly
- c) coordinate the internal authorisation of the agreement for clinical teaching visits and IT access where appropriate
- d) notify the Regional Head of Education, Medical Educators, Education Coordinators and other appropriate staff of the new doctor and/or presenter.

2.2 Manage clinical teaching visits within key dates and timelines inherent in the management of the education and training program

- a) coordinate the allocation of clinical teaching visits for registrars in the designated subregion with internal and external staff
- b) follow up and reschedule clinical teaching visits for registrars as required.

2.3 Monitor, track and update relevant data and records in relation to clinical teaching visits

- a) monitor clinical teaching visit completion within key timelines
- b) manage the various reports associated clinical teaching visits and registrar training
- c) provide administrative support as appropriate.

2.5 Data management

- a) work closely with the information systems team to ensure currency and accuracy of relevant data and records

- b) Support the Education Coordination team with ongoing maintenance and development of information systems in liaison with management.

2.6 Provide support to the education coordination team and processes

- a) assisting with relevant administration tasks associated with registrar portfolio management
 b) assisting with relevant administrative tasks associated with hospital registrars
 c) assisting with other special portfolio areas as required.

3. Task specification

Task name	% Total work
Coordinate issue and receipt of the agreement for clinical teaching visits form	5%
Manage clinical teaching visits within key dates and timelines inherent in the management of the education and training program	25%
Monitor, track and update relevant data and records in relation to clinical teaching visits	25%
Data Management	10%
Provide support to the Education Coordination team and processes	35%
TOTAL	100%

4. Distinguishing factors and competencies

4.1 Skills and other attributes

Area	Description	Competency level required
Skills		
Computing	High level office computing skills including MS Office applications:	
	• MS Word	High
	• MS Excel	High
	• MS Outlook	High
	• MS PowerPoint	Medium
	• Adobe	Medium
	• Database	Medium
Communication	Written and verbal communication skills	Very high
	Interpersonal skills	Very high
Customer service	External customer service skills	High
	Internal customer service skills	High
Coordination	Time management - ability to handle multiple tasks simultaneously	High
	Organisational and planning skills and the ability to plan and prioritise work to meet deadlines	High

	Demonstrates attention to detail, accuracy and thoroughness in work produced	Very high
	Problem solving skills	Medium
	Document and electronic filing systems	Medium
Analytical	Synthesises complex or diverse information	Medium
Attitude and recommended characteristics		
Attitude and recommended characteristics	Propensity towards internal and external customer service	High
	Propensity towards being organised	High
	Works well in a team environment	Very high
	Propensity towards multidisciplinary task role and is flexible	High
	Keeps focussed and organised under 'reasonable' pressure	Very high
	Reacts well under 'reasonable' pressure	High
	Demonstrates respect for internal and external stakeholders and upholds organisational values	High
	Maintains professionalism and a positive and courteous manner	High
	Demonstrates sound work ethic	Very high
	Is reliable and dependable	High
	Undertakes and participates in self-development activities	High
	Exhibits an affirmative approach to the requirements of the role and organisational activity	High
	Takes pride in presentation, quality and efficiency of work	Very high
Complexity		
Complexity	Requires a high degree of customer service and organisational skills	Very high
	Performs a variety of tasks in a multidisciplinary environment	High
	Requires high level degree of judgment to perform a variety of job tasks that involve reference to multiple sets of standards and policies and confidentiality requirements	Very high
	Ability to cope with competing priorities and resources	High
Supervision		
Supervision	Requires the ability to be self-directed and work in a team setting	High
	Has the ability to work unsupervised	High
Safety		
Safety and Security	Observes safety and security procedures	Very high
	Observes the requirements under the Information Security Management System Charter and specific responsibilities	High
	Determines appropriate action when responding to safety and security matters	High

4.2 Knowledge

Develops knowledge of requirements of Australian General Practice Training, RACGP Vocational Training Standards, ACRRM Training Standards for Supervisors and Training Posts, and GP Synergy, the Department of Health and AGPT policy and procedures (will be provided as part of orientation and induction to the role).

A sound understanding and proficient knowledge of other relevant standards, legislation, policies and procedures.

4.3 Working conditions

- performing multidisciplinary job functions in a relatively stable work environment
- occasional disagreeable elements such as managing the co-ordination of competing tasks and priorities
- occasional travel including occasional overnight and afterhours duties.

4.4 Physical demands

Requires medium work demands of an office environment.

4.5 Communicates with

- Management
- Education Coordination team
- Medical educators
- GP Synergy staff
- Registrars, supervisors and practice staff
- Other industry stakeholders

4.6 Scope of authority

Reports directly to the Chief Operations Officer under the matrix reporting structure.

5 Qualifications

5.1 Education

- Relevant qualifications in support of the role. This could be within a variety of fields including administration and education.

5.2 Experience

- Experience in an administration, education and/or training environment (desirable).

5.3 Other qualifications/licences

- unrestricted motor vehicle licence
- own car (desirable).

6 Document Information

6.1 Source documents and cross references

GP Synergy Policies, Procedures and Employment Contract

6.2 Revision history

The following table shows the changes that have been made to this document.

Reviewer	Date	Comments
GVDW & AM	March 2018	Developed