

Position Description – Education Administration Support Officer

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| Position | Education Administration Support Officer |
| Classification | HS1 – Grade 1, Level 1 |
| Award | Health and Allied Services, Managers and Administrative Officers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025 |
| Reports to | Clinical Educator |
| Direct reports | Nil |
| Key relationships | Executive Managers, Managers, Team Leaders, Clinical Education Team, Payroll, team members, recruitment agencies, Victorian Public Sector Commission (VPSC), Victorian Health Industry Association (VHIA) |
| Hours of Work | As per individual contract of employment |

About Rural Northwest Health

Rural Northwest Health employs approx. 300 team members across the campuses of Warracknabeal, Beulah and Hopetoun.

Rural Northwest Health is focused on caring and supporting people to be healthy and living a full life. Our organisation is committed to delivering our strategic goals for 2020 - 2025:

- Our care – we will focus on safety, quality and accessibility in delivering healthcare across our community.
- Our team – we will focus on our culture, skilling our team and ensure we have effective and fit for purpose systems to make RNH an impactful and progressive organization.
- Our partnerships – we will focus on collaboration both within and beyond the healthcare sector to meaningfully engage with our communities.

OUR VISION

Strong, healthy, vibrant rural communities.

OUR MISSION

To promote wellness, enhance health, and support healthy ageing.

WHAT DEFINES US



We are committed to excellence



We listen and collaborate



We are caring and connected



We are friendly and enjoy our work



We are lifelong learners

Position summary

The Education Administration Support Officer is responsible for co-ordinating and supporting the delivery of educational programs, ensuring smooth execution and alignment with program objectives. This role manages attendance records, clinical placements, and data entry within HRIS and LMS systems. The role also involves generating reports, addressing technical issues, and participating in continuous improvement initiatives. The Education Administration Support Officer ensures

compliance with regulatory standards, maintains data privacy, and supports the overall effectiveness of educational initiatives.

Key responsibilities

- Preparation and co-ordination of educational events, ensuring smooth execution in alignment with program objectives while collaborating with stakeholders to achieve targeted outcomes.
- Managing contemporaneous attendance records for educational programs, maintaining data accuracy and timely updates to ensure compliance and effective reporting.
- Analysing evaluation summaries to extract insights and assist in driving improvements in training program outcomes.
- Conducting data entry within HRIS (Chris 21) and Learning Management System (GLH) platforms with precision, ensuring data integrity to support strategic decision-making.
- Generating comprehensive reports using HRIS and LMS data to support informed strategic decision-making.
- Efficiently organising undergraduate clinical placement rosters to ensure smooth scheduling and alignment with program requirements.
- Managing LMS user accounts, including account creation, maintenance, and troubleshooting, to ensure smooth operation and a positive user experience.
- Monitoring and supporting the LMS program, addressing technical issues promptly to ensure uninterrupted functionality and enhance the learning experience.
- Demonstrating adaptability by handling ad-hoc tasks and supporting various projects, proactively addressing challenges, and contributing to organisational success.
- Participating in continuous improvement initiatives, identifying opportunities for improvement, and implementing best practices to drive organisational progress.
- Adhering to organisational policies, practice standards, and work plans, ensuring quality standards and regulatory compliance.
- Ensuring compliance with legislative requirements for documentation and information management, safeguarding sensitive information and maintaining data privacy.
- Utilising IT tools and platforms, including HRIS and LMS, to enhance efficiency, accuracy, and overall organisational effectiveness.

Key position accountabilities

Leadership, Communication and Stewardship

- Influences other team members to bring their best by providing encouragement.
 - Speaks with others respectfully and in a way they can understand.
 - Recognises when a person has communication needs beyond own skills and finds help.
 - Acts in a way that values diversity.
 - Takes care when using physical resources & environment.
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Quality and Improvement

- Takes pride in a personal presentation.
 - Works consistently in line with policies, practice standards and work plans
 - Maintains quality of own work
 - Asks for help and guidance when tasks are outside experience and competence.
 - Supports others to achieve team goals.
 - Makes changes in own work practice and offers suggestions to improve services and care.
 - Understands and acts according to role to achieve the Aged Care Quality Standards and National Standards.
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Health and Safety

- Acts in a way that maintains health and safety for self and others that come in contact with the work area.
 - Adheres to safe work practices relevant to role.
 - Promptly reports issues that might put self or others at risk, incidents & near misses in ways appropriate to role.
 - Cares for others by speaking in a courteous and respectful manner at all times.
 - Knows what to do in an emergency relevant to role.
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Personal and professional development

- Maintains practice within frameworks established by legislation, national and state policy.
 - Keeps up to date with mandatory education requirements for the role.
 - Discusses with manager about abilities and capabilities needed for role.
 - Recognises areas of strength and areas for development.
 - Participates in personal development plans with manager and/or team leader.
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Information management

- Communicates accurate and relevant information to appropriate people and in line with role and organisational policy.
 - Uses social media responsibly and respectfully at all times.
 - Comply with legislative requirements related to documentation and information pertaining to residents, team members and the operations of all Rural Northwest Health facilities.
 - Utilises information technology as appropriate in the performance of the role.
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Key selection criteria

Essential

1. Sound administrative skills with the ability to multi-task in a dynamic environment.
 2. Strong working knowledge of MS office suite, including intermediate to advanced Excel, Word and Outlook.
 3. High attention to detail and accuracy of data management to meet auditing, reporting and recording compliance requirements.
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4. Excellent written and verbal communication skills.
5. Strong interpersonal skills with high levels of discretion and confidentiality.

Preferred

6. Experience in a range of HR software systems and/or Learning Management Systems.
 7. Previous experience within a health care environment.
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Personal attributes

1. Well-developed skills in communication with a wide range of staff and external bodies.
 2. Commitment to the provision of excellent customer service.
 3. Ability to work independently with minimal direction.
 4. Good attention to detail.
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Certificates, licenses and registrations

- Current satisfactory employee police check, dated within 12 months of commencement date.
 - Current employee working with Children’s check.
 - Current Victorian driver’s licence.
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Other requirements

The role must be fully vaccinated for COVID-19 and provide current evidence of immunisation history and/or serology results.

Employee declaration

I declare that I understand the position description and the requirements of this position. I declare that I have the capabilities to fulfil the key responsibility areas of this position.

I understand that the information provided in this document is a general outline and does not encompass all aspects of the position.

Employee signature _____

Employee name (please print) _____ Date ____/____/____