

Clinical Coordinator Pets on Elgar

TITLE: Clinical Coordinator Pets on Elgar

REPORTS TO: Operations Manager

LOCATION: This position is based at Box Hill campus but is expected to work in the City, Lilydale and across any campus of the Box Hill Institute as required

DATE: June 2021

PRIMARY OBJECTIVE AND POSITION CONTEXT

The Clinic Coordinator Pets on Elgar manages teaching and business support employees in our Pets on Elgar Veterinary and Grooming Clinic to ensure high quality innovative training delivery to students. Success in the position will result in a high performing and engaged team, student achievement and improved education and employment outcomes, compliance and quality education and the development of opportunities to grow market share. This position will also have a 0.6EFT teaching role delivering specialised units within the Certificate IV in Veterinary Nursing and Diploma of Animal Technology.

The Clinic Coordinator Pets on Elgar is a member of the Science and Animal Studies team in the Faculty of Health, Community & Life Sciences. The position is responsible for liaising with students, clients, relevant industry groups, community services providers, overseas partners and employees at all levels.

The Faculty of Health, Community & Life Sciences provides a wide range of teaching and learning programs at local and international campuses. The Faculty delivers nationally recognised training to over 1,600 students in courses ranging from Certificates to Diplomas, Bachelor Degrees and post graduate programs. Disciplinary areas include nursing, aged care, community services, children's services, animal sciences, veterinary nursing, equine studies, laboratory sciences and biosecurity. Vocational education and training courses provide pathways into rewarding careers with opportunities for articulation into Higher Education. Full-time, part-time, on-campus, blended, work-based and online delivery options exist to suit the needs of our students and industry partners.

The position is in accordance with the Education Manager Stream of the Victorian Tafe Teaching Staff Multi-Enterprise Agreement 2018. Teaching duties may include mentoring & supervision of new teachers.

REPORTING RELATIONSHIPS

Reports to: Operations Manager

Direct reports: Teachers and Veterinary clinic staff

ACCOUNTABILITIES/OUTCOMES

Provide people management and leadership to increase performance and engagement

- Lead and manage a complex team including teachers and professional employees to deliver high quality teaching and learning whilst providing ongoing support, coaching, building employee capability and executing performance reviews to enhancing accountability and client satisfaction.
- Recruit, induct, roster and train professional veterinary, veterinary nursing and administrative staff to deliver professional veterinary and support pet grooming services through Pets on Elgar.
- Maintain Dangerous Drugs Registers and perform the role of Responsible Person for Scheduled Medications used to treat animals through Pets on Elgar Veterinary Clinic under the Drugs, Poisons and Controlled Substances Act 1981 and the Drugs, Poisons and Controlled Substances Regulations 2006.
- Manage daily operations, stock control, drug and food orders, pricing, customer relations and marketing for Pets on Elgar including Facebook, Instagram and relevant web
- Manage annual business plans and budgets, and communicate the strategic goals and direction of the organisation to teams allowing employees to connect the strategy to their position and work group.
- Support Wellbeing, Health and Safety programs and initiatives including local warden training.

Provide educational leadership improving educational quality, standards and teaching delivery

- Support design and development of innovative and high quality vocational education and training programs to deliver high standards of practice and better meet individual and organisational needs.

Improve education and employment outcomes for students and ensure overall satisfaction

- Implement recommended reasonable adjustments for students registered with Student Life.
- Manage the implementation of practical placement/ work experience to enhance student outcomes.
- Aid retention through supporting students at risk of failure advising of services available to assist.

Support innovation and the efficient use of resources to better meet client needs

- Participates in the delivery of professional veterinary services and workplace training and assessment of students in the Pets on Elgar training workplace. Demonstrate best practice in customer service, animal care, patient outcomes and record keeping.
- Explore opportunities for operational improvement and lead employees in implementing new systems and procedures for increased commercial activity and efficiency.
- Work with the Faculty Dean and Managers to develop and implement innovative training and employment models, and deliver innovative and efficient work practices.
- Create beneficial internal and external stakeholder relationships and including links with relevant industry and professional bodies to meet employer and industry needs. Develop industry partnerships and reference groups, enhancing links with external stakeholders, industry, training provider network groups and professional bodies; using knowledge to tailor programs to meet needs of learners, industry and the community.
- Contribute to local coordination and participation in course information sessions and Marketing events.
- Participate in relevant industry consultation & training provider network groups

Identify and implement opportunities to grow market share and build brand awareness

- Identify and implement innovative delivery and new course options, and work with Managers and Coordinators to develop strategies for the Faculty to support business growth.
- Actively participate at events, present at conferences, seminars, and overseas representation.

QUALIFICATIONS AND EXPERTISE REQUIREMENTS

The Qualifications and Expertise required for the Coordinator role are:

Qualifications

- A Bachelor of Veterinary Science is essential. Veterinarians must have unconditional professional registration with the Veterinary Practitioners Registration Board of Victoria
- A relevant degree or approved AQF Level 6 or above teaching qualifications

Expertise

1. **Veterinary Expertise:** Extensive experience in clinical practice. A comprehensive knowledge of small animal consultation, general surgery and best practice is required. Current registration and on-going professional development is essential.
2. **Vocational Expertise:** Highly developed educational leadership expertise plus extensive management and/or teaching skills.
3. **People management:** Demonstrated experience managing and motivating a high performance team of employees, managing performance, facilitating development and providing feedback and coaching improving productivity and performance.
4. **Administrative Management:** Demonstrated understanding of the range of administrative requirements that support coordination of a veterinary practice, with experience related to education and training and compliance with accreditation/audit recommendations and quality assurance.
5. **Continuous Improvement:** Encourages new and different approaches and solutions that will deliver long term benefits beyond client expectations, challenges and supports others to deliver outstanding service and to deliver continuous improvement effectively managing risk.
6. **Problem Solving:** High level ability to solve problems, can anticipate potential problems and pre-empt actions, liaises with stakeholders analysing issues and proposing workable and positive solutions, implementing and reviewing solution effectiveness.
7. **Client and Stakeholder Centricity:** Listens and delivers on client needs, actively seeks new ways to continuously improve services to deliver high quality outcomes for clients and building trusting relationships.
8. **Empathy and Cultural Awareness:** Demonstrates high-level awareness of and responsiveness to people from a broad range of diverse backgrounds and emotional contexts, is able to shape responses for people, and see issues from the perspective of others.

WORKING WITH THE BOX HILL INSTITUTE

The Box Hill Institute includes the Centre for Adult Education (CAE). We are leading education providers with strong reputations for delivering high quality educational outcomes.

We build community capacity and enrich the lives of young people and adults through lifelong learning and personal development. We provide learning across a range of industries to the highest of standards at all course levels. Our approach is customer centric, and focusses on enhancing the quality of the learning experience through innovation and continuous improvement.

To maintain our reputation and achieve our strategic goals we need a workforce full of energetic and forward thinking people. If you are enthusiastic and resilient, with a strong customer and commercial focus, then join our team. At the Box Hill Institute you will work with great people in a challenging and dynamic environment, as we work together to continually improve our business.

EMPLOYMENT REQUIREMENTS

To work with the Box Hill Institute you will need to provide a current National Police Records Check and a current Employee Working with Children Check. You will also need to provide evidence of your entitlement to work in Australia and certified copies of your qualifications.

All employees must adhere to Occupational Health and Safety, Equal Opportunity, Child Safety and other relevant legislative requirements, our policies and procedures and our Codes of Conduct.

All employees of the Box Hill Institute are required to demonstrate in their behaviour, alignment with our values, which are: Professionalism, Loyalty, Integrity, Courage, Teamwork and Innovation.

AUTHORISATION AND ACCEPTANCE

PD Authorisation:	Title/Name:	Signature:	Date:
Accountable Manager	[hiring_manager_position]	Signed copy received and checked prior to upload by [owner_name]	[contract_issue_date]
Incumbent	[candidate_name]	[acceptance_status]	[acceptance_date]
Human Resources	[reviewer_1_first_name] [reviewer_1_last_name]	Executed online by [reviewer_1_first_name] [reviewer_1_last_name]	[contract_issue_date]

Position Classification:	SE1
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