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| <b>JOB PROFILE TITLE</b>  | <b>Clinical Education Support Officer, University Teaching Hospital Sydney - UVTHS - HEO 6</b> |
| <b>JOB PROFILE ID</b>     | <b>P_22062022_ CAT22367_HEO6</b>                                                               |
| <b>JOB CATEGORY</b>       | <b>Professional</b>                                                                            |
| <b>JOB FAMILY</b>         |                                                                                                |
| <b>COMPENSATION GRADE</b> | <b>HEO6</b>                                                                                    |
| <b>MANAGEMENT LEVEL</b>   | <b>19 Individual Contributor</b>                                                               |

## JOB PROFILE SUMMARY

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| <p><b>PRIMARY FUNCTION</b></p> <p>The University Veterinary Teaching Hospital Sydney (UVTHS) is an essential component of the SSVS teaching and research program supporting the Doctor of Veterinary Medicine and other clinical postgraduate programs. The UVTHS provides caseload for students to complete their veterinary studies. In order to generate this caseload, the UVTHS operates as a commercial enterprise providing specialist and general services to the local and wider community of CBD and inner western Sydney.</p> <p>The Clinical Education Support Officer works in the University Veterinary Teaching Hospital Sydney with Academics, Professional veterinarians, nurses and other support staff to ensure day-to-day operations are carried out as business as usual in order to support student learning in the hospital. As the first point of contact for students on rotations in the hospital, the clinical education support officer is responsible for triaging student enquiries to ensure timely, effective and efficient resolution.</p> <p>Working closely with the School's Educational designer and the education support team, the Clinical Education Support Officer provides technical knowledge and operational support to students, academic and teaching staff within the school. The incumbent supports the provision of a broad range of educational support services to academic and teaching staff, ensuring the needs of the work area are met effectively and efficiently.</p> <p><b>DECISION MAKING AND DELEGATIONS OF AUTHORITY</b></p> <p>Under the broad direction of the Program Director, the Clinical Education Support Officer works autonomously to ensure the timely completion of daily tasks related to their key accountabilities. The incumbent is expected to exercise a degree of initiative and judgement in planning work activity, and resolving complex problems associated with day-to-day operating procedures linked to their key accountabilities. Problems that cannot be resolved are referred to the supervisor or more senior co-workers.</p> <p>The Clinical Education Support Officer will work with a range of staff across the hospital, School and Faculty to meet work area objectives.</p> |
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## KEY RELATIONSHIPS

| Relationships      | Position Title                                                                                                                                                  |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Supervisor         | 0091710 Program Director - Faculty of Science - Mrs Richa Kamrah (+)                                                                                            |
| Direct Reports     |                                                                                                                                                                 |
| Peer Relationships | Refer to the organisational charts in Workday to view peer relationships relevant to your role. Please Note- This option is only available to University staff. |

## RESPONSIBILITY DESCRIPTION

1. Provides and coordinates a broad range of operations and education (learning and curriculum) support for the work area and its academic and teaching staff.

• Interprets, advises and implements relevant University policy and practices and assists Academic, Teaching and Professional staff with policy interpretation and other procedural issues related to education support services.

• Liaises with and establishes effective working relationships with key staff and relevant stakeholders to ensure that the work area's education support, learning, curriculum and teaching priorities and needs are effectively met.

• Creates and maintains relevant databases and contact lists to support learning and teaching activities, e.g. tutor/clinician/patient databases, contact information for actor patients etc.

• Manages student information and assessment/task completions in the Learning Management System (LMS)

• Provides basic support and training for new Academic/Teaching staff on using the University systems and the application of policies relevant to learning and teaching.

• Acts as a key point of contact for Clinical staff and students to support the delivery of the Doctor of Veterinary Medicine program.

• Collaborates with the School educational designer and education support team members to support the implementation of Discipline-specific operational projects and initiatives in the work area, ensuring effective adoption and application by Clinical Academics and teaching staff.

• Works closely with the School education support officers to deliver on the day-to-day academic and student administration tasks including but not limited to results collection and upload, LMS site prep and finalization, student and staff events, and providing secretariat support for School Meetings

2. Provides support to students during clinical rotations in the teaching hospitals

• Coordinates scheduling and rostering activities to support student rotations in the hospital

• Acts as the first point of contact for all student enquiries during hospital placements to ensure all enquiries are resolved in the most efficient and effective manner

• Triage student support enquiries and provides guidance to students and resolves matters arising in the area of student support in conjunction with relevant academic Coordinators

• Maintains adequate records of student absences during placements to ensure students meet the required minimum attendance requirements for successful completion of rotation

• Collaborates with the School educational designer and education support team members to resolve student enquiries.

3. Coordinates the educational or teaching and curriculum reporting, compliance and accreditation requirements for the work area.

• Ensures accuracy of information on University and Faculty systems used to support curriculum management and teaching activities (including Sydney Student, student handbooks etc.)

• Ensures the work area complies with Faculty and School requirements including processes, procedures, annual reporting and regular reviews, etc.

• Ensures timely provision of information required to meet the annual accreditation reporting requirements

4. Provides support to Academic Leaders' education

• Works with Academic Leaders and the School Manager in the attendance of meetings, dissemination of Faculty information and providing input to the development of faculty education strategy.

• Takes an active role in implementing the Faculty's education strategy in the work area.

5. Contributes to the Faculty of Science Education Support Community of Practice

• Attends and actively participates in education support community of practice meetings and keeps up to date with new procedures and protocols

• Collaborates with and supports Education Support Officers across the faculty

• Contributes to the development of the education support unit through continuous improvement and adoption of new initiatives.

6. Undertakes ad-hoc projects and other activities.

• Performs work activities relevant to the role's key accountabilities as approved by the Manager and commensurate to the role's classification level.

## EDUCATION

| Education                                                             | Required |
|-----------------------------------------------------------------------|----------|
| Other - An equivalent combination of relevant training and experience | X        |
| Tertiary qualifications - In a relevant field                         | X        |

## CERTIFICATIONS

| Certificate | Required |
|-------------|----------|
|-------------|----------|

## SKILLS

| Skills                                                                                                                                                                       | Required |
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| Demonstrated ability to work under pressure, in a fast-paced and complex environment.                                                                                        | X        |
| Demonstrated customer service ethos.                                                                                                                                         | X        |
| Effective and tactful communication skills (both verbal and written) together with strong problem solving skills and the ability to prioritise workload during busy periods. | X        |
| Excellent time and workload management skills with demonstrated ability to prioritise effectively, manage multiple tasks, meet deadlines and achieve required outcomes       | X        |
| Strong coordination and facilitation skills as well as attention to detail and the ability to follow up until a task is completed.                                           | X        |
| Superior computer skills, including database maintenance, experience with Microsoft Office.                                                                                  | X        |
| Working understanding of relevant aspects of the Work Health and Safety Policy and relevant legislation, as applicable to the work environment.                              | X        |

## Work Experience

| Work Experience                                                                                                                                                                                         | Required |
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| Experience delivering education programmes and administrative experience preferably in a tertiary organisation, working knowledge of academic institutions, structures and the higher education sector. | X        |