Position Description

n1. General Information

Position Title:	Program Coordinator
Division/Department:	Epworth Clinical School, Academic & Medical Services
Position Reports to:	Manager Medical Education
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	N/A
Location:	Richmond
Employment Status:	Part time (0.9)
Key Relationships - internal and external	Epworth VMO's, administrators and Clinical Staff Medical Students Dean of Medicine Associate Deans Affiliated universities and administrative staff Academic & Medical Services staff

2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Guided by our purpose to deliver world-class, personalised care, we provide exceptional care across hospitals, clinics, community services and home-based settings.

Our vision, **Exceptional care. For life,** reflects our commitment to supporting people to live well and stay well through every stage of life, combining outstanding clinical care with leading research, education and innovation.

Everything we do is guided by our values of **Compassion, Accountability, Respect and Excellence**, which shape how we care for patients, work together and serve our communities. More information can be found on the Epworth website.

3. Epworth 2030 Strategy

All roles at Epworth contribute to the successful delivery of the **Epworth 2030 strategy,** which sets our direction for the future through three strategic priorities:

- **Excellence in care, every time.**

Uncompromising standards delivering safe, consistent, high-quality care. No exceptions.

- **Growth with purpose.**

Intentional growth in the services, specialties and settings our communities need most, at a scale that sustains investment, innovation and quality. Growth that gives back: as a not-for-profit, every dollar we earn is reinvested in care.

- **A place where great people do great work.**

Where our staff and doctors are backed to set the standard for exceptional healthcare.

4. Purpose of the Position

The Program Coordinator is one of the team of Coordinators providing administrative services for the Epworth Clinical School.
Epworth Clinical School provides undergraduate medical student education in line with University specific curriculum. It is a Clinical School for the University of Melbourne and students from Monash, Deakin and other Universities participate in placement activities.
This role also contributes to the implementation of the Medical Education Strategy.

5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Comprehensive and flexible local administration of relevant University program(s) including and not limited to complex timetabling, room (physical & online) and tutor communication and allocation, assessment student support and reporting.	Successful administration (and reporting) of the University program with minimal avoidable errors
Point of contact for students	Active member of the Program Coordinator team, working collaboratively to provide suitable outcomes for key stakeholders
Excellent customer service	Communication appropriate for each stakeholder group
Foster positive relationships with all internal and external stakeholders, despite not always delivering positive news	Provide a welcoming environment for all stakeholders
Ensure all documentation, lists and databases are current	Escalation of concerns and risks to Manager Medical Education or Dean of Medicine
Work collaboratively with other program coordinators to meet the needs of the Clinical School, the Manager of Medical Education, the Dean of Medicine and the wider Medical and Academic Services team when required.	Act always in line with goals of the Clinical School and Academic & Medical Services team.
Anticipate problems, communicate with Management, and implement suitable risk mitigation action	Accurate and up to date documentation, lists and databases suitable for sharing.
Escalate student, tutor, and university concerns to Management as they arise	Timely and regular provision of accurate data for reporting
Efficient, confidential, and accurate information management	Active participation in Professional Development discussions
Ongoing process improvement	
Regular reporting	

6. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	**Essential** • No essential qualification **Desirable** • Tertiary qualification in health, business, or education • Evidence of lifelong learning
Previous Experience	**Essential** • Education or Health Care administration. **Desirable** • Administrative experience in a fast paced, detail oriented, and necessarily flexible scheduling environment • Data analytics and reporting • Experience in coordinating or administrating tertiary programs • Experience working for large, complex organisations • An understanding of medical education, particularly at undergraduate level
Required Knowledge & Skills	**Essential** • Understanding of the health care sector and hospital environment • High level verbal and written communication skills with the ability to relate effectively with a range of people across all levels of the organisation • Demonstrated ability to work independently and as part of a team • Demonstrated drive for process improvement and problem solving • Ability to maintain discretion and confidentiality at all times • Well-developed organisation and time management skills **Desirable** • Advanced computer skills • Understanding of the private health care environment • Experience with agenda preparation and minute taking • Experience in developing procedure documentation • Sophisticated data reporting

Commented [YM1]: ???

Commented [WD2R1]: life long learning is an embedded concept in most roles now - it demonstrates a continual interest in learning and growing. Doesn't have to be formal. It is about learning new things regularly.

Commented [YM3]: After discussing with the team, we feel development is high level for a coordinator role. We can draft, format, review, but the development is led by manager or the Dean

Commented [WD4R3]: Yep definitely...it was in the previous one, and an oversight that I left it in.

COMPONENT	
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours	**Essential** • Professional, respectful, and consultative style • Willingness to continually learn • Ability to liaise and communicate positively with a wide range of people including, VMOs (Visiting Medical Officers), senior executives, suppliers, researchers, colleagues, and general staff • A professional and friendly approach with the ability to build relationships and maintain rapport with key stakeholders • Team oriented with a view to support and work collaboratively with all members of the Clinical School team and others as required • Customer Service orientation to provide efficient and effective support to students and other key stakeholders • Ability to deliver unwelcomed information keeping relationships intact.
Special requirement	• Peak periods of work during which the taking of leave may be restricted • A degree of flexibility is required, as operational needs occasionally require the incumbent to undertake duties outside normal working hours

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title:)
August 2016	November 2026	Dean of Medicine Manager Medical Education

Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____ Date: _____