

1. General Information

Position Title:	Program Coordinator
Division/Department:	Epworth Clinical School, Academic & Medical Services
Position Reports to:	Manager Epworth Clinical School
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	N/A
Location:	Richmond
Employment Status:	Permanent Full Time. (0.8 by negotiation)
Key Relationships - internal and external	Epworth VMO's, Employed Doctors, Registrars, Administrators and Clinical Staff Medical Students Dean of Medicine Epworth Clinical School Executive Group University of Melbourne Department of Medical Education Deputy Chief Medical Officer, Academia. Affiliated universities, Professional & Academic staff Academic & Medical Services team All Epworth HealthCare staff

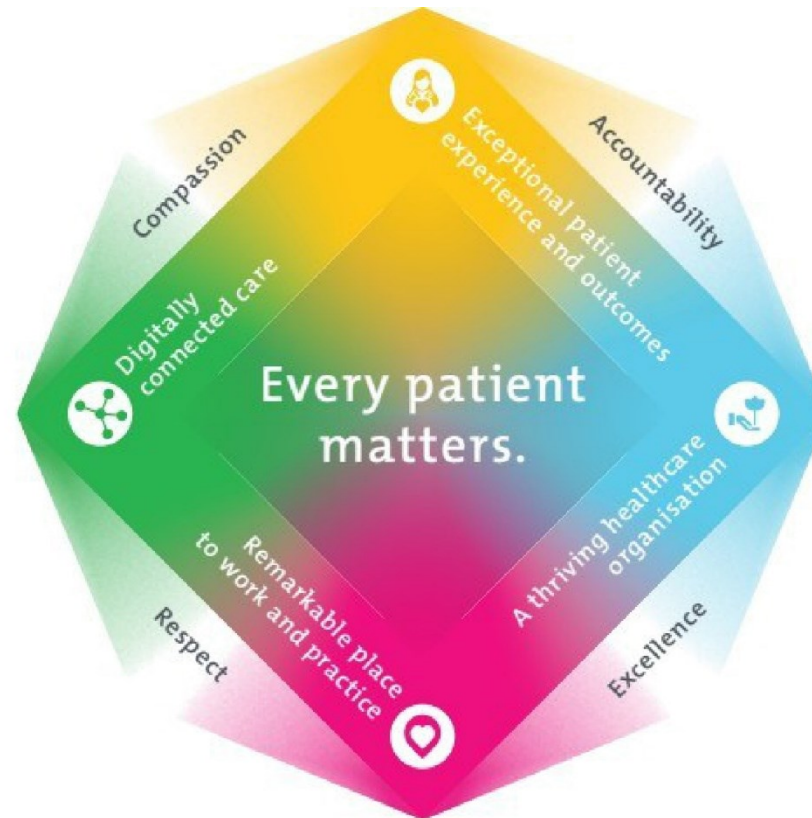
2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care, and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are *Compassion, Accountability, Respect and Excellence*. More information can be found on the [Epworth website](#).

Epworth's purpose is *Every Patient Matters*. We strive to improve health outcomes and experience through compassion, collaboration, learning and Innovation. Our Vision is *Caring for People. Innovating for a healthy community*.

3. Epworth HealthCare Strategy



Overall, this position links to the following elements of the Epworth Strategy.

People - Enable our staff to be their best and give their best

Doctors - Attract and retain excellent specialists who are committed to Epworth

Business Support - Ensure robust and sufficient support to enable the existing business and growth strategies

Research & Education - Advance and promote research and education that translates to further improvements in healthcare

4. Purpose of the Position

The Program Coordinator is one of the team of Coordinators providing administrative services for the Epworth Clinical School. This requires extensive liaison with Epworth Doctors to arrange supervision/tutoring of medical student rotations and assessments.

Epworth Clinical School provides undergraduate medical student education in line with University specific curriculum. We are a Clinical School for the University of Melbourne. Students from Monash, Deakin and other Universities also participate in placement activities.

This role is a significant contributor to the sustainability, implementation and ongoing improvement of the medical student experience at Epworth HealthCare

5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Liaise with Epworth Drs to arrange supervision/tutoring of medical student rotations and assessments	Successful and timely administration (and reporting) of the University program with minimal avoidable errors
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.	Active member of the Program Coordinator team and Clinical School team, working collaboratively to provide suitable outcomes
Point of contact for students	Key stakeholder management -communication appropriate for each stakeholder group
Excellent customer service	Provide a welcoming environment for all stakeholders
Foster positive relationships with all internal and external stakeholders, despite not always delivering positive news	Escalation of any communication to or from key stakeholders which may impact stakeholder buy in and the ongoing sustainability of the clinical school to the Manager Epworth Clinical School and the Dean of Medicine
Ensure all documentation, lists and databases are current	Act always in line with goals and limitations of the Clinical School and Academic & Medical Services team.
Work collaboratively with other program coordinators to meet the needs of the Clinical School, the Manager of the Clinical School, the Dean of Medicine and the wider Medical and Academic Services team when required.	Accurate, up to date and easily accessible documentation, lists and databases stored on appropriately.
Anticipate problems, communicate with Management, and implement suitable risk mitigation action	Timely and regular provision of accurate data for reporting
Escalate student, tutor, and university concerns to Management as they arise	Active participation in Professional Development discussions
Efficient, confidential, and accurate information management	More specific, SMART KPIs will follow
Ongoing process improvement	

6. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • No essential qualification <p>Desirable</p> <ul style="list-style-type: none"> • Tertiary qualification in health, business, or education • Evidence of lifelong learning
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • Education or Health Care administration. <p>Desirable</p> <ul style="list-style-type: none"> • Administrative experience in a fast paced, detail oriented, and necessarily flexible scheduling environment • Experience in communicating with Medical Doctors • Data analytics and reporting • Experience in coordinating or administrating tertiary programs • Experience working for large, complex organisations with multiple stakeholders • An understanding of medical education, particularly at undergraduate level
Required Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none"> • Understanding of the health care sector and hospital environment • Sophisticated 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 • Willingness to escalate items which may impact the ongoing sustainability of the Clinical School <p>Desirable</p> <ul style="list-style-type: none"> • Advanced computer skills • Understanding of the private health care environment • Experience in contributing to the development of procedural documentation • Sophisticated data reporting

Position Description



COMPONENT	
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p>	<p>Essential</p> <ul style="list-style-type: none"> 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), clinicians 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, clinicians and other key stakeholders Ability to deliver unwelcomed information keeping relationships intact.
Special requirement	<ul style="list-style-type: none"> 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 Review	Developed and Revised by
Aug-16		Dean of Medicine
	Jun-24	Manager Epworth Clinical School
	Sep-25	Manager Epworth Clinical School
	May-26	Manager Epworth Clinical School

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: _____