

## POSITION DESCRIPTION

### 1. General Information

<b>Position Title:</b>	Clinical Education and Simulation Administration Assistant
<b>Division/Department:</b>	Clinical Services – Clinical Education and Simulation Centre
<b>Position Reports to:</b>	Director of Clinical Education and Simulation & Group Director of Clinical Education and Dean Nursing Academy
<b>Enterprise/Individual Agreement:</b>	Administration Award – Secretary/Personal Assistant
<b>Classification/Grade:</b>	PAS01 – 02
<b>Location:</b>	Epworth Richmond
<b>Employment Status:</b>	Full Time - Fixed Term 12-month Parental Leave
<b>Resource Management</b> (for Management positions only) <b>Number of Direct Reports:</b>	Nil
<b>Key Relationships - internal and external</b>	<ul style="list-style-type: none"> <li>• Clinical Education and Simulation, Clinical Nurse Educators, Education Managers, Clinical school and Knowledge Services team</li> <li>• Undergraduate nursing and medical students</li> <li>• Epworth staff and VMO's</li> <li>• External users</li> </ul>

### 2. Overview of Epworth HealthCare

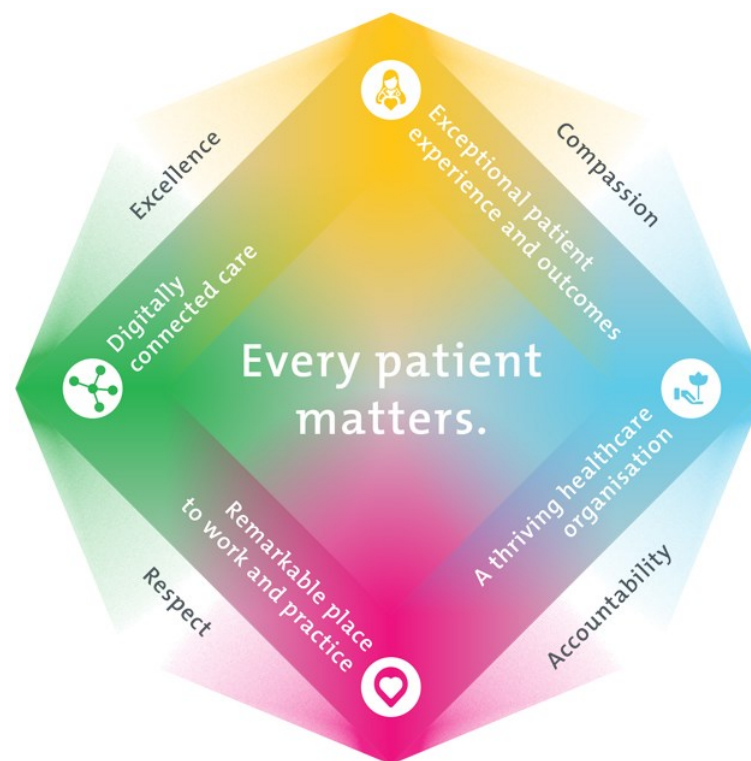
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our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

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

### 3. Epworth HealthCare Strategy



**All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.**

**Connected Care** – Partner with our patients through an integrated, holistic experience tailored to their needs and choices, enabling them to achieve their wellness potential

**Empowered People** – Enable and empower our people and teams to be their best and make a difference to the patient experience

**Innovative Practice** – Make a difference to our community through encouraging the ideas of our people and finding new and better ways to care and support care delivery

**Sustainability** – Be accountable to use resources wisely; to ensure organisational sustainability, enhance access, support the patient journey and create greater capacity for care.

## 4. Purpose of the Position

The position of the Clinical Education and Simulation Administration Assistant is a key team member in the Clinical Education unit and is primarily focused on the delivery of administrative support in the operation and day to day activities of the Clinical Education and Simulation Centre, and to assist key staff and the Director of Clinical Education and Simulation and the Dean Brookes Academy to deliver excellence in clinical education and simulation services.

## 5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<b>Leadership and culture</b>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<b>Consumer Partnerships</b>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<b>Effective Workforce</b>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<b>Clinical Safety and Effectiveness</b>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.

## 6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<b>Administrative support including:</b> <ul style="list-style-type: none"> <li>Provision of assistance and administrative support to the Director of Clinical Education and Simulation</li> <li>Provision of administrative support to the Group Director of Clinical Education &amp; Dean Nursing Academy and prioritised programs delivered through the Academy.</li> <li>Assist with administrative support from time to time to other staff in the Clinical Education and Simulation Centre as delegated</li> </ul>	<ul style="list-style-type: none"> <li>Diary schedules and centre room calendars are appropriately managed and maintained</li> <li>Documents are professional and accurate in their production</li> <li>Efficient office procedures are managed and maintained</li> <li>Competent use of technology including telephone systems, online booking systems etc.</li> <li>Efficient booking management of education spaces</li> <li>Effective and efficient assistance in coordinating internal and external programs</li> </ul>

<p><b>Education and event administration including:</b></p> <ul style="list-style-type: none"> <li>• Managing the Clinical Education Welcome Desk</li> <li>• Accepting and maintaining internal and external bookings for the education spaces</li> <li>• Manage online course registration systems</li> <li>• Provide administrative support for recruitment into education and learning programs including the Graduate Support Program, Academy Pathways and external Academy programs.</li> <li>• Setting up room facilities for bookings, AV, furniture</li> <li>• Liaising with stakeholders to plan and deliver events within the Sim Centre</li> <li>• Troubleshooting basic AV/ IT room related issues</li> <li>• Provision of individual course documentation</li> </ul> <p><b>Information management, including:</b></p> <ul style="list-style-type: none"> <li>• Coordinating and prioritising information and documentation within the department</li> <li>• Managing and maintain the storage/filing of information as required</li> <li>• Managing and maintaining the department's section of the website</li> <li>• Managing and maintaining the consumables and stationary requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate and well-maintained course documentation, name tags, registration, paperwork, signage and evaluation documentation</li> <li>• Maintenance and management of online registration systems</li> <li>• Ensuring all electronic and manual filing/storage of information is accurate, assessable and meets acceptable organisational practice/standards.</li> <li>• Printing and collation of program resource materials and certificates of completion.</li> <li>• Invoicing and documentation for centre utilisation</li> <li>• Ordering consumables and stationery for Clinical Education and Simulation centres</li> <li>• Ordering of Sim Centre supplies</li> <li>• Credit card reconciliation</li> <li>• Timely ordering and reporting through Tech One system for confirmation by Director</li> </ul>
<p><b>Personal and Professional Development</b></p> <ul style="list-style-type: none"> <li>• Participates in prescribed performance development system annually</li> <li>• Evaluates personal performance and plans self-development</li> </ul>	<ul style="list-style-type: none"> <li>• Completion of annual performance appraisal</li> <li>• Completion of objectives outlined in self-development plan (provide evidence of)</li> </ul>
<p><b>Finance</b></p> <ul style="list-style-type: none"> <li>• Maintain budget documents with associated revenue and expenditure</li> <li>• Ensure systems are in place to manage and monitor financial expenditure, revenue and risk</li> <li>• Assist the education team to ensure the education events program is a revenue-positive service</li> </ul>	<ul style="list-style-type: none"> <li>• Assist with budgets and achieve full cost recovery for all events</li> <li>• Ensure financial records are always complete and up to date</li> </ul>

<b>Customer Service</b> <ul style="list-style-type: none"> <li>• Provide excellent, helpful service to participants, visitors and staff</li> <li>• Communicate with clear and unambiguous language in all interactions, tailored to the audience</li> <li>• Build customer relationships and greet participants and staff promptly and courteously</li> </ul>	<ul style="list-style-type: none"> <li>• Participant and customer service satisfaction surveys within agreed targets</li> <li>• Issues are escalated to the manager and resolved in a timely manner</li> </ul>
<b>Safety and Wellbeing</b> Participate actively and positively in health and safety to reduce all hazards and incidents within the workplace <ul style="list-style-type: none"> <li>• Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan</li> </ul>	<ul style="list-style-type: none"> <li>• Adhere to infection control/personal hygiene precautions</li> <li>• Implement and adhere to Epworth OHS policies, protocols and safe work procedures</li> <li>• Mandatory training completed at agreed frequency</li> </ul>

## 7.Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<ul style="list-style-type: none"> <li>• Relevant qualifications in office administrative</li> </ul>
Previous Experience	<b>Essential</b> <ul style="list-style-type: none"> <li>• Relevant experience in office administration / personal assistant role</li> <li>• Experience in a health care environment desirable</li> </ul>
Required Knowledge & Skills	<ul style="list-style-type: none"> <li>• Ability to work autonomously as well as an effective member of a team in a dynamic and fast paced environment</li> <li>• Professional, respectful and consultative style.</li> <li>• Professional and friendly approach with the ability to build relationships and maintain rapport with key stakeholders.</li> <li>• Ability to plan, prioritise, work to deadlines and operate calmly under pressure</li> <li>• Experience as an outstanding communicator to internal and external stakeholders</li> <li>• Meticulous eye for detail</li> <li>• Outstanding interpersonal communication skills written and spoken with internal and external stakeholders</li> <li>• High level administration skills using a range of contemporary IT packages and managing databases</li> </ul>

	<ul style="list-style-type: none"> <li>• Proficiency in Microsoft Office including word processing, Windows, Excel, PowerPoint and Ivy online event management and ticketing software</li> </ul>
<b>Personal Attributes &amp; Values</b>  All employees are expected to consistently work in accordance with Epworth's values and behaviours: <ul style="list-style-type: none"> <li>• Compassion</li> <li>• Accountability</li> <li>• Respect</li> <li>• Excellence</li> </ul>	<ul style="list-style-type: none"> <li>• Organisation</li> <li>• Communication</li> <li>• Highly effective team player</li> <li>• Respectful and consultative style</li> <li>• Exceptional verbal and written communication skills</li> <li>• High level of confidentiality</li> <li>• Committed to excellent customer service and continuous improvement</li> <li>• Proactive, co-operative and enthusiastic approach to responsibilities with an ability to make decisions</li> <li>• Positive 'can-do' attitude</li> <li>• Ability to multitask and work under pressure</li> </ul>

#### Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
August 2013	July 2025	Tess Vawser, Director of Clinical 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: \_\_\_\_\_