

POSITION DESCRIPTION



School Administration Officer, Placements



POSITION DETAILS

Position Title	School Administration Officer, Placements
Classification	Level 5
Position Number	7012182
School/Office	Faculty of Health
Division	Provost

POSITION PURPOSE

The role provides administrative leadership and operational support across placements and UniClinic services, ensuring seamless delivery of clinical and professional placement activities, patient management workflows, and compliance processes. It contributes to an exceptional student and patient experience by coordinating systems, managing records, and maintaining high-quality service standards.

KEY ACCOUNTABILITIES

1. Lead and manage UniClinic operational workflows to ensure efficient patient bookings, record handling and reception services.
2. Coordinate placement administration processes, ensuring accurate data management, compliance monitoring and timely information flow to students and staff.
3. Develop and maintain strong stakeholder relationships with academic staff, clinical educators and external providers to support high-quality placement experiences.
4. Monitor electronic patient management systems (e.g., Panopto, Titanium) and ensure integrity, security and accuracy of all patient records.
5. Prepare reports and statistical summaries to support decision-making and continuous improvement of placement operations.
6. Ensure compliance with relevant legislation, university policies and health requirements, including vaccination, working with children and criminal record checks.
7. Oversee financial processes including reconciliation, invoicing and maintaining UniClinic inventory.
8. Provide high-quality frontline service to students, staff and clients, resolving complex enquiries professionally and efficiently.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Relevant qualification and/or equivalent administrative experience in a large, complex organisation.
2. High-level competence in managing relational databases, reporting tools and digital systems, with the ability to analyse and interpret data.
3. Excellent interpersonal, written and verbal communication skills with the ability to engage effectively with diverse stakeholders.
4. Proven ability to manage competing priorities, exercise initiative and deliver high-quality outcomes within deadlines.
5. Demonstrated ability to manage difficult clients, students or situations with professionalism and sound judgement.
6. Advanced proficiency in Microsoft 365 and patient/placement management platforms.

KEY RELATIONSHIPS

- **This position reports to:** Placements and UniClinic Coordinator
- **Key internal relationships:**
 - FOH Placement, WIL and Industry Liaison Manager
 - Academic and Clinical Educators
 - Students
 - Student Compliance Team
- **Key external relationships:**
 - Vendors
 - Placement Providers
 - NSW Health and Private Health Facilities

CHALLENGES

- Managing high-volume administrative workflows while maintaining accuracy and service quality.
- Navigating diverse stakeholder expectations across academic, clinical and student groups.
- Maintaining compliance within complex and evolving health, legislative and university requirements.
- Balancing operational responsibilities with the need for continuous process improvement.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by:

Date: