

POSITION DESCRIPTION

Technical Support Officer, Nursing & Midwifery



POSITION DETAILS

Position Title	Technical Support Officer, Nursing & Midwifery
Classification	HEW Level 5
Position Number	
School/Office	Teaching & Research Technical Services (TRTS)
Division	DVCE&S

POSITION PURPOSE

Technical Support Officers are responsible for provision of technical support in teaching and where relevant, research activities. This includes, but is not limited to, preparing materials and equipment prior to classes as well as conferring safety guidance to staff and students. They ensure the equipment and facilities within their scope are adequately used and maintained.

This Technical Support Officer position is located in the Nursing & Midwifery Team and will focus on performing activities in this discipline area.

KEY ACCOUNTABILITIES

1. Prepare practical teaching spaces (e.g., clinical practice, Simulation & Midwifery laboratories) including materials and equipment for undergraduate practical classes. This includes providing relevant technical support and instruction to staff and students throughout practical classes, demonstrating safe and proper use of instrumentation to staff and students.
2. Ensure that all teaching facilities are maintained to levels required by relevant accreditation bodies. This may include providing detailed responses to audit findings and implementing associated corrective actions.
3. Participate in the development and design of CPU processes, policies and forms. Advising and reporting on the application and relevance of them (needle stick policy, WH&S policy)
4. Manage and troubleshoot problems with simulation software and technology to provide effective teaching sessions.
5. Assist academic staff with the implementation of simulation scenarios for teaching
6. Liaise with simulation product representatives and other IT and AV support personnel to ensure efficient management of the simulation area

7. Assist with the selection and purchase of minor equipment and consumable items required for teaching or where relevant research.
8. Operate, calibrate and maintain a range of complex equipment relevant to the discipline area of the technical team.
9. Advise Technical Team Leader of technical requirements for the purchase of capital equipment required for practical teaching spaces, postgraduate students and other technical officers. This involves arranging for quotations from manufacturers and/or liaising to provide the most cost-effective outcome.
10. Assist with maintenance of the asset management system.
11. As required, maintain chemical inventories and storage in accordance with the Dangerous Goods Acts and National Codes of Practice and Labelling codes. This may include providing detailed responses to audit findings and implementing associated corrective actions.
12. Ensure that all clinical and general waste is disposed of or recycled according to University procedures.
13. Author and assist with the development of standard operating procedures. Ensure that procedures are up to date and followed by staff and students.
14. Assist in any regular stock takes, audits or reorganisation of practical teaching spaces, including assets, materials, equipment and general storage areas under the direction of the Technical Team Leader.
15. Be actively involved in identifying and contributing to continuous improvement activities within own technical team or as part of project teams. May be required to contribute to specific projects or activities that are central to the broader technical operations.
16. Ensure the teaching and research areas and the students who work in them comply with safety regulations by conducting regular safety audits of such areas as required by the University's Safety policy. Conduct laboratory safety inductions for new staff and students working in practical teaching spaces

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. An undergraduate degree in Nursing & Midwifery and/or an equivalent combination of relevant experience and education/training.
2. Demonstrated experience working in a clinical practice, patient care or other health services related facility.
3. Demonstrated experience in undergraduate technical support including preparing and setting up practical teaching places, including laboratory, clinical and any other specialised practical teaching facilities as required.
4. Well-developed organisational skills with the ability to prioritise, meet deadlines and undertake multiple tasks.
5. High level communication skills including interpersonal, oral and written skills with a demonstrated ability to use computer applications including spreadsheet and word processing packages.
6. Demonstrated experience in the use and maintenance of complex equipment and instrumentation specific to a clinical practice or clinical simulation teaching environment (for example simulation manikins).

KEY RELATIONSHIPS

- This position reports to: Technical Team Leader
- This position supervises: Nil.
- Key internal relationships:
 - Technical Manager
 - Other technical team members
 - Technical staff from other technical teams

- Faculty, School, International College, The College or Institute staff, both Academic and Professional
- Key external relationships:
 - Suppliers of goods and equipment

CHALLENGES

- Work autonomously on occasion and be able to organise work without direct supervision on those occasions
- Prioritise daily tasks, adjust to changing stakeholder demands, prepare and set-up resources on time to meet learning activity requirements for either online or face to face scheduled practical sessions
- Application of theoretical knowledge and techniques to a variety of problems
- Ensuring practical teaching spaces (e.g. laboratories) and equipment for which they are responsible are maintained to a standard where they are adequate for teaching and research despite high demands on the resources
- Be available on-campus to support campus based teaching and research activities as required.

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.

BUSINESS UNIT EXPECTATIONS

Teaching & Research Technical Services (TRTS) conducts its operations on a number of campuses and whilst employees are primarily located on one campus, they may be required to work at and travel between any of these locations for set periods of time to meet operational needs.

Hours of work for employees in TRTS may vary due to operational requirements in supporting teaching classes or research projects. As such the ability to work to a roster between the hours of 7am - 10pm Monday to Sunday may be required.

Approved by:

Date: