

Position Description

Job title:	Program Coordinator
Reporting to:	Manager of Programs
Hours:	Full time temporary appointment – 12 months with potential for permanent 37.5 hours per week (9am-5pm with ½ hour lunch break) Monday to Friday with some additional weekend work required (time in lieu available)
Salary:	\$54,000 plus superannuation and salary packaging
Location:	Melbourne CBD

Organisational context

HEAL is a not for profit organisation which, under the original name of the Victorian Medical Postgraduate Foundation (VMPF), has been providing quality medical education for almost 100 years. As VMPF the organisation focused on medical education in the state of Victoria. Today HEAL is national and provides educational opportunities to all health professionals.

Vision:

Improving healthcare through innovative education.

Purpose (Mission):

To deliver education to health professionals and others engaged in the healthcare industry that is collaborative and responds to identified needs. We do this by identifying opportunities to develop health care education through staff development, industry experience and knowledge of the market.

HEAL fosters the following attributes:

- Our not-for-profit status
- Our autonomy, structural flexibility and adaptability

- Our capacity for national and international reach
- Our multidisciplinary approach

Values:

- **Dedication:**
Passionate and professional commitment to the accountable delivery of high quality improvements in health education
- **Depth:**
Enhancing our knowledge and capabilities to identify opportunities in health education
- **Engagement:**
Embracing collaboration and fostering relationships that benefit the health education sector

Program context

This position will focus on (but is not limited to) the delivery of the **Simulated Patient Program**.

This program involves the delivery of a training program to prepare participants to work as SPs and the hiring of SPs to the health sector for educational purposes.

Additional programs may be added to the program area as the business develops.

Purpose of Position

The position is responsible for the coordination of bookings, courses and administration in relation to the above program area. The position is operational in nature and involves contribution to a team which is focused on delivering quality educational experiences for a variety of health professionals.

This position will primarily be involved with program delivery in Victoria but may be required to contribute to program delivery in New South Wales and other states.

Responsibilities & duties

This entails performing the following tasks:

- Answer enquiries about job bookings, courses, workshops and events.
- Be familiar with and assist with general enquiries regarding HEAL programs.
- Liaise with potential simulated patients, clients and students regarding the programs
- Support the team to book appropriate SPs for clients and ensure all appropriate paperwork is completed
- Assist with the marketing of HEAL programs
- Ensure the SP database is maintained to reflect information of HEAL SPs and job bookings
- Contribute to the efficient running of quality courses both autonomously and within a team framework.
- Monitor and process applications submitted via the HEAL website in a timely manner.
- Prepare material and arrange catering where necessary for HEAL courses.
- Assist other program areas with administration tasks as required
- Develop and sustain a professional relationship with HEAL clients, tutors and other external stakeholders.

Key Selection Criteria

Academic qualifications

Essential

- None

Desirable

- A relevant Business Administration, Communication or Health Education qualification, Certificate IV in Training and Assessment

Work experience & skills

Essential

- Experience working in an administrative support role
- Experience with the Microsoft Office suite of programs
- Experience working with database programs
- Experience working with a range of stakeholders

Desirable

- Experience in the health education sector
- Experience with process improvement
- Experience working in health simulation
- Experience working with or as a simulated patient
- Experience working in a Registered Training Organisation

Personal qualities & behavioural traits

Essential

- Ability to work autonomously and as a member of a team
- Self-motivated
- Ability to work to deadlines
- Ability to manage conflicting priorities
- Excellent organisational skills
- Excellent communication skills

Relationships

With	Purpose
1. <i>Manager of Programs</i>	<i>This position will report to the Manager of Programs</i>
2. <i>SP Program Manager</i>	<i>This position will work with the SP Program Manager on a regular basis to ensure efficient delivery of the Simulated Patient Program</i>
3. <i>Program Coordinators</i>	<i>This position will work with the Program Coordinators on a regular basis to ensure efficient delivery of high quality courses</i>
4. <i>Director of Education</i>	<i>This position will work with the Director of Education to provide program evaluation and for program improvement purposes</i>
5. <i>CEO, Business Manager, other HEAL staff</i>	<i>This position will liaise with the CEO, Business Manager and other HEAL staff through work related activities and staff meetings</i>
6. <i>HEAL stakeholders</i>	<i>This position will liaise with external stakeholders as required</i>

How to Apply

Please provide your expression of interest along with your CV to heal@heal.edu.au by Friday 5 June 2015. Further information can be obtained by contacting Rachel Riordan on 03 9642 3450.