

Position Description – Clinician Support Assistant

Updated 11 December 2024

POSITION DETAILS	
College/Portfolio	College of Medicine and Public Health
Organisational Unit	College Services - Clinician Support Team
Supervisor (Title)	Manager, Clinician Support Team
Classification	Higher Education Officer level 4
Employment Type	Continuing, full-time (1 FTE)

POSITION SUMMARY
The Clinician Support Assistant, under routine to general direction, will provide administrative support to the Clinician Support Team, Academic Staff and Clinicians within the Medicine Program to ensure continuous engagement and support. The Clinician Support Assistant responsibilities will include preparation of documentation and certificates, in addition to diary management and various administrative tasks which will support the teaching and events that involve clinicians teaching within the Medical Program in the College of Medicine and Public Health. Leave restriction may apply during peak periods.

UNIVERSITY EXPECTATIONS AND VALUES
All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to: • demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence, and the underlying ethos of being Student Centred; • contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members, if required, and undertaking other key responsibilities or activities as directed by one's supervisor; • promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity; • perform their responsibilities in a manner which reflects and responds to continuous improvement; and • familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies. <i>A Nationally Coordinated Criminal History Check (NCCHC) which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.</i>

Staff working in a health care setting are strongly recommended to be fully vaccinated against COVID in line with the SA Health policy.

KEY POSITION RESPONSIBILITIES

The Clinician Support Assistant will:

1. Be accountable for own workload and display effective judgement and problem solving that positively influence the team culture and consistently demonstrate Flinders values.
2. Act as a first point contact and liaison for clinicians and academics who teach into the Medical Program.
3. Under routine to general direction, provide efficient administrative and transactional support for the Clinician Support Team including, but not limited to
 - i. participation in regular teaching activities meetings
 - ii. diary invitations and diary management
 - iii. management of correspondence
 - iv. management of parking permits
 - v. meeting and supporting clinicians in lectures and workshops
 - vi. providing certificates to clinicians to recognise participation in teaching activities
 - vii. maintaining and updating the Clinician Educator register
 - viii. administrative assistance for Academic Status
4. Provide routine to general administrative support to clinicians who teach into the program.
5. Maintain effective University relationships with clinicians, which supports the overall achievement of the Clinician Support Team and service delivery objectives.
6. Provide effective assistance with events both onsite and offsite.
7. Occasional out-of-hours work to meet operational requirements and attend events may be required.
8. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Completion of a relevant qualification or equivalent combination of relevant experience; and/or education and training.
- Demonstrated ability to work in a team environment with a focus on continuous improvement and information sharing.
- Demonstrated ability to follow established procedures with limited supervision.
- Effective communication, relationship-building and negotiation skills, with the ability to work collegiately with academic and professional staff, students, and clinicians.
- Committed to delivering high quality outputs to clinicians by proactively seizing opportunities in collaboration with relevant stakeholders.

- Effective demonstrated interpersonal, verbal and written communication skills with demonstrated ability to liaise effectively with a range of people across all levels of the organisation.
- Effective demonstrated administrative and organisational skills, including the ability to manage competing priorities and schedule work to meet deadlines.
- Effective level of proficiency in using the full range of Microsoft Office applications, including Outlook, Word and Excel.