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| Position Title | Training Services Officer |
| Department | Education and Training |
| Date Reviewed | June 2021 |

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| Incumbent Name | VACANT | |
| Signature | | Date |

College Overview

The Australasian College for Emergency Medicine (ACEM) is a not-for-profit organisation responsible for the training, assessment and continuing professional development of emergency physicians as well as the advancement of professional standards in emergency medicine in Australia and New Zealand.

Our vision is to be the trusted authority for ensuring clinical professional and training standards in the provision of quality, patient-focused emergency care.

Our mission is to promote excellence in the delivery of quality emergency care to all our communities through our committed and expert members.

The ACEM Core Values which employees and members hold themselves and others accountable are:

- Equity
- Respect
- Integrity
- Collaboration

Department Overview

The Education and Training Department has a number of strands of activity arranged into units, each of which is led by a General Manager who reports to the Executive Director, as follows:

Training

- *Training*: Responsible for the administration of the ACEM Specialist Training Program leading to Fellowship of ACEM and the Joint Paediatric Emergency Medicine Training Program leading to the Specialist title of Paediatric Emergency Medicine Specialist. Trainee advocacy to provide support for trainees throughout their training program and management of the Trainee Research Requirement.

- *Diploma and Certificate Training Programs*: Responsible for training and assessment leading to the Emergency Medicine Certificate (EMC) and Diploma (EMD). Trainee advocacy to provide support for trainees throughout their training program.
- *Workplace-based Assessment (WBA)*: Responsible for the ongoing development and administration of the workplace-based assessment suite, and the progression and remediation pathways for the ACEM specialist and paediatric emergency medicine pathway.

Assessment and Professional Recertification

- *Examinations*: Responsible for the ongoing development and administration of activities to support the conduct of the ACEM Primary and Fellowship Examinations
- *Specialist International Medical Graduate*: Responsible for the development and administration of processes associated with the assessment of the qualifications and experience of specialist doctors trained overseas wishing to be recognised as specialists in emergency medicine in Australia and New Zealand.

Accreditation, Continuing Professional Development and National Program

- *Accreditation*: Responsible for the accreditation of emergency departments to conduct training for ACEM training programs.
- *Continuing Professional Development*: Responsible for the development and administration of activities and programmes to support Fellows' lifelong learning.
- *National Program*: Responsible for all aspects of the conduct of Commonwealth Department of Health funded programs, including the Emergency Medicine Education and Training Program (EMET), the Specialist Training Program-Independent Rural Training Program (STP-IRTP) and other constituent programs.

Education Program Development

- *Educational Development*: Responsible for the review & evaluation, redesign and implementation of revised curriculum initiatives, including specific activities undertaken by ACEM as discrete educational projects.
- *Education Resources*: Responsible for the coordination and development of online education and training resources.

Position Purpose

The primary purpose of the role is to administer the training functions of the College and provide high-quality advice to trainees and their supervisors through excellent customer service and record keeping.

Key Responsibilities

The key responsibilities of the role shall include, but not be limited to:

- The provision of expert advice and accurate information to enquiries from key stakeholders in relation to the FACEM Training Program.
- Completion of day-to-day administrative and data entry tasks to ensure the efficiency and accuracy of all records and communications.
- Provide administrative support for panels, committees, working groups, other stakeholder groups.
- Exercise decision-making and discretion in managing sensitive and confidential information.
- Develop accurate reports on processes and progress actions against specified targets and timelines.
- Contribute to the development and updating of Training Program policies, procedures, website, FACEM Training Handbook, and other training-related communication media/materials.

- Contribute to the quality improvement of systems, procedures and processes as required to ensure the effective and efficient delivery of the FACEM Training Program.
- Collaborate and cooperate with others within the College in accordance with project focus and the role.
- Demonstrate the ACEM Core Values within the Unit, Department and across the College.
- Ensure any allocated deliverables outlined in the ACEM Business Plan are met to a high standard.
- Ensure any allocated deliverables outlined in the ACEM Reconciliation Action Plan are met to a high standard.
- Ensure any allocated deliverables outlined in Te ACEM Rautaki Manaaki Mana: Excellence in Emergency Care for Māori are met to a high standard.
- Ensure the quality recording of all processes relevant to role and responsibilities in the Promapp system.
- Strive to maintain a culturally competent and inclusive workplace and expected to undergo regular cultural competence training.
- Other responsibilities as delegated by Management within the scope of this position.

Key Skills, Qualifications and Attributes

Essential

- Tertiary qualification and/or equivalent relevant work experience, preferably in an education and training environment.
- Highly developed administrative skills and strong attention to detail, preferably in a regulatory, compliance or record keeping environment.
- Well-developed oral communication skills and the ability to interact and negotiate effectively with a range of stakeholders including senior clinical staff, emergency medicine trainees, IT and colleagues.
- Well-developed written communication skills including experience in the development of reports, email correspondence, panel meeting communications, and the following up of action items.
- Critical thinking, analytical and decision-making skills with a good ability to interpret information and make sound judgements.
- High level of self-motivation, organisation and initiative, including the ability to work in a team environment to manage competing priorities and meet objectives or deadlines.
- Demonstrated capacity to approach workplace responsibilities and colleagues in a mature and sensitive manner.
- Demonstrated problem-solving skills and experience with administering and improving systems and processes within a team environment.
- Demonstrated experience in supporting education programs, preferably in the vocational sector.
- Commitment to the principles of equal opportunity, workplace diversity and industrial democracy.

Desirable

- Experience in a medical college, membership organisation, academic institution or with a volunteer workforce.
- Experience in the healthcare or medical education sector.

Workplace Health and Safety

All employees have a personal responsibility to work safely and to abide by health and safety legislation, policies, rules and established safe work practices. All employees are responsible for their own safety and that of fellow employees.

Organisational Relationships

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| Reports to | Training Services Coordinator |
| Supervision of | Nil |
| Internal Liaison | Education and Training Department All other areas as required |
| Committee Liaison | Committees of the Council of Education |
| External Liaison | Other Colleges and equivalent training organisations |

Additional Information

- May involve work outside normal business hours to meet business objectives.
- Interstate and/or overseas travel may be required.