



Position Title	Project Officer, Workforce and Rural Health
Department	Policy, Research and Partnerships
Location	Naarm / Melbourne CBD, Wurundjeri Woi-Wurrung lands / Australia
Capability Framework Level	Level 1 – Performing
Date Reviewed	May 2026
Incumbent Name	VACANT
Signature	

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 Aotearoa 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 Department of Policy, Research and Partnerships functions to enable the College to respond more effectively on behalf of members and trainees to challenges and opportunities within emergency medicine and the wider health sector. This is achieved by facilitating the overall coordination and implementation of policy, advocacy, research, workforce planning and inclusion, rural health strategy, partnerships, public affairs (including government and media relations) and

associated strategic project initiatives. The Department enables ACEM's proactive and coordinated advocacy effort and extends the College's influence through internal and external relationships. These activities are governed by the ACEM Council of Advocacy, Practice and Partnerships (CAPP).

The Department also manages, oversees and progresses the activities of the Australian and Aotearoa New Zealand Faculties and ACEM Sections, the ACEM Foundation, the Global Emergency Care Unit and the College's activities relating to improving the provision of healthcare for Indigenous populations in both Australia and Aotearoa New Zealand.

Position Purpose

The Workforce and Rural Health Project Officer works closely with stakeholders, supporting the Manager, Workforce and Rural Health Strategy to lead the coordination and delivery of ACEM's Rural Health Action Plan (RuHAP), and ACEM's Workforce Strategy that are established to address key workforce issues impacting the Emergency Medicine speciality, and health equity issues across regional, rural and remote Australia and Aotearoa New Zealand.

The role will be responsible for providing analytical insight, strategic recommendations and stakeholder engagement in collaboration with the Manager, Workforce and Rural Health Strategy, as well as administrative support to the Regional, Rural and Remote Advisory Committee and Workforce Committee, and other stakeholders.

Key Responsibilities

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

- In consultation with the Workforce and Rural Health Strategy unit, lead the delivery of the Rural Health Action Plan and Workforce Strategy initiatives to ensure all deliverables are met as per the project plans.
- Oversight of all project documentation relating to the strategies, ensuring compliance with governance requirements including project plans, communication plans, risk reports, project status reports and project invoices as per the ACEM Project Management Framework.
- Coordinate meetings of the Regional, Rural and Remote Advisory Committee and Workforce Committee, including preparation of agendas and supporting documentation; assisting committee members with travel and accommodation as needed, catering, and room bookings; briefing the Chair ahead of all meetings of allocated entities; taking and writing minutes, action items, and other record-keeping and correspondence tasks.
- Provision of support to the Manager, Workforce and Rural Health Strategy, in the preparation of reports to key ACEM Councils, the ACEM Board and external bodies such as the Department of Health, Disability and Ageing as required.
- Ensure that any relevant stakeholder and project enquiries are resolved in a timely manner, and provide clear, structured updates on progress, risks and emerging issues.
- Build and maintain effective working relationships with internal and external stakeholders, to ensure alignment and a shared understanding of projects and progress.
- Maintenance of records, files and archives in accordance with College guidelines.
- Other responsibilities as delegated by Management within the scope of this position.

Key Skills, Qualifications and Attributes

Essential

- Relevant tertiary qualification in health, social science, policy or related discipline.
- Demonstrated ability to lead and coordinate multiple projects and initiatives, working with colleagues and stakeholders across different areas of expertise/interests to implement project plans and meet deliverables in accordance with stated timelines.

- Demonstrated experience in gathering and analysing information across multiple domains to formulate and effectively present analytical findings.
- Highly developed written communication skills, particularly the ability to accurately and efficiently and prepare written reports and correspondence.
- Excellent interpersonal skills including the ability to communicate effectively with a wide range of professionals including management and administrative employees, entity members, senior medical specialists and trainees and external stakeholders.
- Demonstrated experience in providing secretariat services to committees including agendas, minute taking as well as writing and preparation of meeting action lists and other documentation.
- Demonstrated ability to work as part of a team in a busy and dynamic work environment.
- Proficiency in Microsoft Office programs and other relevant computer applications.
- Ability to develop and maintain administrative systems and processes in paper-based and online formats and liaise with all relevant stakeholders to coordinate a consistent approach.
- Demonstrated capacity to work as a member of a team combined with the ability to work unsupervised on allocated tasks in accordance with team objectives, timelines and priorities.
- Flexible and self-motivated, with the ability to work effectively under limited supervision.
- Commitment to the principles of equal opportunity, workplace diversity and inclusion, and industrial democracy.

Desirable

- Experience working in or an understanding of the Australian / Aotearoa New Zealand health system(s).
- Experience working in or an understanding of membership/not for profit medical organisations.

Key Capabilities

ACEM has a Capability Framework that describes the technical and non-technical capabilities expected to be executed. For the role of Project Officer, Workforce and Rural Health, the key capabilities include:

Effective communication:

- Expresses thoughts and ideas clearly and concisely (verbally and in writing).
- Drafts correspondence and content independently.
- Ensures communication is aligned to workplace standards and policies.
- Shares information in a timely, logical and consistent manner

Stakeholder engagement and management:

- Provides expertise and support to internal/external stakeholders.
- Receives and manages stakeholder requests using established policies and procedures.
- Identifies which issues can be resolved and which issues need to be referred elsewhere.
- Sets clear expectations with stakeholders about what support can be provided.
- Prioritises issues according to internal/external stakeholders needs and urgency of issue.
- Keeps track of issues that have been escalated elsewhere to ensure they are being actioned.

Decision making:

- Able to approach a task/issue and identify decisions that need to be made.
- Applies established process and criteria for making decisions.

- Recognises when to consult with a more experienced team member.
- Able to make straight forward decisions in a timely manner.

Problem solving and advising:

- Able to apply problem solving processes to resolve low risk problems.
- Identifies and collects relevant data and information.
- Asks thoughtful and relevant questions to understand problems and potential causes.

Negotiation and influence:

- Remains calm when dealing with issues raised by internal/external stakeholders.
- Able to communicate clearly and with authority in an effort to negotiate and resolve lower risk matters/issues.

Data gathering and analysis:

- Gathers and analyses data relevant to domain/area of expertise.
- Understands data gathered and why it's being used.
- Identifies relevant trends in data.
- Identifies issues, problems or opportunities and determines if action is needed.
- Able to clearly organise and present analysis and findings.

Managing performance:

- Sets stretch goals and objectives.
- Provides feedback to supervisors, peers and colleagues.
- Fosters a positive workplace culture through role modelling organisational values.

Leadership and business acumen:

- Takes ownership and responsibility for own productivity, learning and development.
- Shows initiative in developing and applying relevant business acumen.

Change management:

- Provides options, ideas and feedback to support adoption of change within domain area.
- Demonstrates openness and willingness to adopt new ideas and change.
- Encourages others to understand and value change.

Organisation Responsibilities

As a member of ACEM staff, organisation responsibilities include, but are not limited to:

- Demonstrate the ACEM Core Values within the Unit, Department and across the College.
- Ensure any allocated deliverables outlined in the ACEM Business Plan, ACEM Reconciliation Action Plan and 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.
- Strive to maintain a culturally competent and inclusive workplace and expected to undergo regular cultural competence training.

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 Sustainability

ACEM aims to promote sustainable practices in the workplace and reduce its environmental footprint through initiatives to reduce waste, energy and water use, and to increase recycling. All employees are encouraged to actively apply sustainability principles within their own teams

Organisational Relationships

Reports to	Manager, Workforce and Rural Health Strategy
Supervision of	Nil
Internal Liaison	All ACEM Employees Members and trainees of the College
Committee Liaison	Committees and Sub-committees of the ACEM Board and CAPP, specifically: <ul style="list-style-type: none">• Workforce Committee• Regional, Rural and Remote Advisory Committee
External Liaison	Health Professionals Government and Non-Government Organisations

Additional Information

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