

## Position description

<b>Position title:</b>	Education Support Officer 0.6 FTE
<b>Employer:</b>	Jean Hailes Foundation
<b>Location:</b>	East Melbourne
<b>Department:</b>	Public Health and Education
<b>Supervisor/Manager:</b>	Project Manager - Health Professional Education
<b>Date:</b>	January 2023
<b>Status:</b>	Fixed term contract ending 30 <sup>th</sup> June 2026

### Background

Jean Hailes for Women's Health (JHF) is a national not-for-profit organisation dedicated to improving the knowledge of women's health throughout the various stages of their lives.

We combine research, clinical care and practical education for women and health professionals. Our key point of difference is the translation and dissemination of research and medical evidence into easy-to-understand health information, delivered in multiple ways, to suit our audiences.

Our aim is to inspire confidence to create healthier lives for all women, girls and gender diverse people.

### Department

The Public Health and Education Team is responsible for:

- Planning, developing, delivering, and evaluating education outputs for Jean Hailes, including:
  - Ensuring the latest, high quality, evidence-based information is available to women and health professionals in appropriate formats;
  - Liaising with key national and international researchers to ensure latest evidence is incorporated in Jean Hailes content;
  - Incorporating the knowledge and expertise of the clinical staff and subject matter experts into Jean Hailes education; and
  - Reviewing and evaluating all public-facing education and health information to ensure accuracy, usability and fit for purpose.
- Liaison with state/territory and federal governments, health professional peak bodies, consumers/community representatives and other key stakeholders.

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### Summary of position

The role provides support to the health professional education program. More broadly the role contributes to the work of the PH&E team supporting the development of various education products, resources and projects.

### Key job requirements, responsibilities and ongoing performance indicators

#### Health Professionals Program Support

- Support the Health Professional Education Program Manager to coordinate and manage activities associated with health professional education:
- eLearning - course enrolments, review of content, communication with participants, course certificates.
- Managing general enquires for health professional courses and webinars.
- Accredited activity administration for membership organisations e.g. Royal Australian College of General Practitioners (RACGP) or Australian College of Rural & Remote Medicine (ACCRM)
  - including CPD points, activity reporting, uploading of new activities.
- Conference attendance organisation - resources and logistics.
- Support eLearning and webinar content development.
- Evaluation – manage of evaluation surveys, collate data for reporting, incorporate results into program planning process.
- Communicate with subject matter experts for content development, webinars or other education events.
- Assist live webinars or or key events (this may include interstate travel and work outside of normal hours).

#### General project support

- Assist PH&E team members with education development for AGDoH activities and deliverables including scoping, evaluation and reporting
- Manage the education and health professional emails and assist with phone calls as required
- Provide support to all team members and other projects as required

### Relationships

#### Direct Reports

- N/A

#### Indirect Reports

- N/A

#### Internal Relationships

- Public Health and Education Team

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- Subject Matter Experts (SMEs) and/or Jean Hailes clinicians

### External Relationships

- Health professional organisations eg RACGP or ACCRM
- External subject matter experts (SMEs)
- Education/webinar presenters

## Selection Criteria

### Education level

- Desirable: graduate in public health, health promotion, education, nursing, health science, teaching or other relevant area.

### Experience

- Demonstrated experience in a project support role including administration or project coordination
- Skills in customer service.
- Demonstrated experience with a learning management system (LMS)- building content and back-end administration.
- Confident and advanced computer literacy skills including PowerPoint, Word, Excel and Outlook.

Desirable:

- Knowledge of women's health and health promotion principles.
- RACGP CPD representative (EAR) training
- Adult learning experience

### Knowledge and skills

- Organisational skills with a strong attention to detail.
- Ability to work independently and demonstrate initiative.
- LMS experience - administration and course/content building.
- Strong attention to detail and quality.
- Well-developed time management skills and ability to prioritise workflow.
- Commitment to problem-solving.

### Personal Attributes

- Demonstrated ability to participate positively in a team.
- A high level of interpersonal and communication skills.
- Commitment to inclusivity
- Values collaboration, self-improvement and growth.

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### Workplace Policies and Practices

All **Jean Hailes** employees and contractors are required to familiarise themselves with the organisation's policies and procedures and to abide by them at all times.

It is expected that at all times employees and contractors will:

- Be respectful towards the organisation, colleagues, consumers and stakeholders.
- Support the **Jean Hailes** vision and strategy and demonstrate the values of **Jean Hailes**.