



Position Title	Coordinator, Training Services
Department	Education and Training
Capability Framework Level	Level 2 - Inspiring
Date Reviewed	April 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 Education and Training Department has several areas of activity as follows:

Governance and Compliance Division:

The purpose of the Governance and Compliance Division is to ensure the Education and Training Department reliably achieves its objectives, addresses uncertainty and acts with integrity in all matters pertaining to governance and regulation of College education and training

activities.

- *Governance*: Responsible for governance matters pertaining to the Council of Education (COE), including provision of leadership to administrators of entities reporting to COE, reconsideration and review of decisions made by COE and its entities, and the liaison and collaboration with the ACEM Governance Division.
- *Compliance*: Responsible for the provision of leadership, advice, and support in the development, review and implementation of education and training regulations and policies, and monitoring of and ensuring compliance with regulatory requirements as pertain to education and training activities.
- *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

Training and Accreditation Division:

The role of the Training and Accreditation Division is to provide high quality, accessible, trusted and responsive products and services that enable outstanding trainee experiences.

- *Associateship Training Programs*: Responsible for the administration of the ACEM Associateship Training programs in Emergency Medicine and Pre-Hospital and Retrieval Medicine (PHRM) and the accreditation of PHRM training sites.
- *Specialist Training Program*: 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 and the provision of support for trainees throughout their training.
- *Accreditation*: Responsible for the accreditation of training sites for the ACEM specialist training program, including special skills placements.

Assessment Division:

The role of the Assessment Division is to enable the measurement, judgement and confirmation of the standard of trainee performance and achievement, with a focus on robust data analysis, contemporary best practice, quality assurance and continuous improvement.

- *Trainee Progression and Research*: Responsible for the administration, management and quality assurance activities to support trainee progression review and assessment of trainees' research requirements.
- *Examinations Operations*: Responsible for the ongoing development, administration and quality assurance activities to support the conduct of ACEM Examinations.
- *Assessment Systems and Standards*: Responsible for the ongoing development and administration of standards underpinning the ACEM Examinations and the digital systems required to support them.

Education and Training Strategy and Development Division:

The role of the Education and Training Strategy and Development Division is to provide expert advice, exemplary project management services, creativity and strategic thinking to the development, implementation, monitoring and evaluation of engaging and innovative education and training offerings to trainees and members.

- *Education and Training Projects*: Responsible for the development and implementation of strategic education and training initiatives underpinned by sound evaluation and design principles, including educational and training standards and content, and facilitated by strong collaborative partnerships with stakeholders.

- *Education and Training Product Design and Development*: Responsible for design and development of education and training products, including the establishment and fostering of strategic partnerships.

Position Purpose

Positioned with the Specialist Training Programs Unit, the primary purpose of the role is to work in conjunction with the Unit's other Coordinators, Training Services to oversee the administration and customer service function of the Training Services team. This involves leading the team to maintain accurate records and provide accurate advice to stakeholders to fulfil the administration and registration requirements of the specialist training programs. The position also coordinates and provides high level administrative support to relevant College Education committees and other stakeholders.

This is a key role within the Training Department as the incumbent of this position provides detailed analysis and information on the requirements for trainees as they progress from selection through to Fellowship.

Key Responsibilities

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

- Provision of leadership of assigned Training Services team members, including supporting and developing team members and conducting biannual performance reviews to ensure efficient and effective performance.
- In collaboration with other Coordinators, Training Services, oversee and coordinate team members' workflow, tasks, and management of responses to enquiries from stakeholders and supervisors and respond to escalated enquiries related to the Training Programs.
- Coordinate the processes for and oversee the preparation of accurate and timely assessment data and the processing of assessment outcomes to enable the Trainee Progression Review Panels to discharge their duties.
- Contribute to the development of content and delivery of training program workshops for internal and external stakeholders.
- Lead the administrative processes relating to appointment and performance monitoring of training program stakeholders.
- Lead and provide oversight of new trainee orientation and processes relating to applications for Recognition of Prior Learning (RPL).
- Lead and provide oversight of selection into training processes including, special considerations, reconsiderations, enrolment of trainees and administrative support for the Selection into FACEM Training Subcommittee.
- Provide high level administrative support to the Trainee Research Panel Executive and manage research adjudicator processes.
- Develop, monitor, and manage processes, procedures and systems that ensure accuracy and quality assurance of trainee records and audits and the efficient and effective delivery of the Training Program.
- Contribute to the development and updating of Training Program policies, procedures, website, handbooks, newsletters, reports to relevant College committees and other training related communication.
- Represent ACEM at internal and external events as required.
- Demonstrated ability to deal discretely and manage sensitive and confidential information.
- Act as a Subject Matter Expert and contribute towards development and improvement projects.
- Other responsibilities as delegated by Management within the scope of this position.

Key Skills, Qualifications and Attributes

Essential

- Relevant work experience, preferably in, education, training, or regulatory/compliance environment.
- Excellent planning and organisational skills with the ability to organise and monitor the workload of direct and indirect reports.
- Proven experience in leading, motivating and developing team members, including the ability to lead by example.
- Highly developed administrative skills with strong attention to detail and ability to commit to a high-quality service-oriented workplace culture.
- Well-developed stakeholder engagement skills with the ability to interact and negotiate effectively with a range of stakeholders including senior clinical staff, emergency medicine trainees, IT, and administrative colleagues.
- Strong written communication skills with experience in the development of policies, procedures, briefing notes, discussion papers, website, newsletter content and other communications.
- Proficiency in Microsoft Office programs; Word, Outlook and intermediate Excel Skills and previous experience using database systems.
- Critical thinking, analytical and decision-making skills with a good ability to interpret information and make sound judgements based on consideration and evaluation of associated risks.
- Teamwork and collaboration skills and an ability to take initiative and complete tasks unsupervised in accordance with team objectives, timelines, and priorities.
- Ability to review and develop administrative systems and processes with a continuous improvement lens and liaise with all stakeholders to develop, implement, and communicate the changes.
- Ability to manage a range of varied activities and competing deadlines efficiently and effectively.
- Demonstrated capacity to approach workplace responsibilities and colleagues in a mature, empathetic, and sensitive manner.
- Commitment to the principles of equal opportunity, workplace diversity and inclusion, and industrial democracy.

Desirable

- Tertiary qualifications in related field.
- Experience with a member-based organisation and / or with a volunteer workforce.
- Experience in the healthcare or medical education sector.

Key Capabilities

ACEM has a Capability Framework that describes the technical and non-technical capabilities expected to be executed. For the role of Coordinator, Training Services, the key capabilities include:

Effective communication:

- Able to communicate clearly and effectively in different forums and with a range of stakeholders and colleagues.
- Drafts and self-reviews complex/detailed correspondence and content.
- Identifies and understands intended audiences.
- Identifies most appropriate and effective method of communication (e.g. presentations, emails/newsletters, social channels) based on message and audience.

- Provides opportunities for collaboration to ensure decision making, communication and messaging incorporates diverse views and perspectives.

Stakeholder engagement and management:

- Builds and maintains positive relationships with internal/external stakeholders.
- Takes responsibility for overseeing and resolving complex queries from internal/external stakeholders.
- Provides regular status updates to internal/external stakeholders.
- Follows up with internal/external stakeholders to ensure issues are resolved.
- Proactively shares information gained from stakeholder engagement to help resolve issues and improve internal processes.

Decision making:

- Able to identify a task/issue and break down into decisions needing to be made.
- Able to identify what additional information is needed and how to source that information.
- Able to research alternative options; explores and analyses benefits and implications.
- Makes recommendations where there are multiple options to consider.

Problem solving and advising:

- Able to proactively and independently solve low to medium-risk problems.
- Able to apply previous learnings when faced with new situations.
- Seeks opinion/guidance from others for more difficult problems.
- Identifies higher risk problems; develops potential recommendations and refers upwards.

Negotiation and influence:

- Negotiates relevant matters presented by internal and/or external stakeholders.
- Identifies where support/cooperation is needed from internal and/or external stakeholders.
- Demonstrates ability to influence others when appropriate.
- Able to negotiate to gain consensus.

Data gathering and analysis:

- Gathers and analyses relevant data across multiple domains.
- Identifies and evaluates sources of information to inform and progress work.
- Shares findings with relevant internal stakeholders.
- Seeks additional resources when gaps and inconsistencies or variances in data are found.

Managing performance:

- Provides supervision and coaching to direct reports.
- Provides positive and constructive feedback to direct reports, peers and colleagues.
- Provides informal mentoring to peers, colleagues.
- Fosters a positive workplace culture through role modelling organisational values and recognising positive behaviours in others.

Leadership and business acumen:

- Works collaboratively within own department/team.
- Identifies operational matters requiring financial consideration to inform budget preparation.

Change management:

- Encourages a culture of improvement through identifying potential opportunities for change in area of expertise/domain.
- Implements change plans.
- Provides subject matter expertise at key stages from change concept to delivery.
- Supports change management process through positive communication and proactively addressing issues.
- Able to articulate benefits of change and link to operational/strategic objectives.

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, Training
Supervision of	Training Support Officers
Internal Liaison	All ACEM Employees Members and trainees of the College
Committee Liaison	Selection into FACEM Training Subcommittee Trainee Research Panel Executive Other Council of Education (COE) committees as required
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 to Aotearoa, New Zealand may be required.