



Position Title	Training Services Officer
Department	Training
Date Reviewed	March 2024

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 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 Training Department has several strands of activity arranged into Units, each of which is led by a Manager or Coordinator, who reports to the Executive Director, as follows:

- *Fellowship Training Programs*: Responsible for the administration of the ACEM Specialist Training Program leading to Fellowship of ACEM and the Paediatric Emergency Medicine (PEM) Training Program leading to the Specialist title of Paediatric Emergency Medicine Specialist, covering the entire trainee journey from selection, through their assessments and progression pathways to completion and providing support and guidance for trainees who encounter difficulties during their training. Liaison and coordination of several committees that oversee the programs.

- *Certificate and Associateship Training Programs*: Responsible for the administration of training and assessment tasks leading to the Emergency Medicine Certificate (EMC), Associateship in Intermediate or Advanced Emergency Medicine Training and Associateship in Pre-Hospital and Retrieval Medicine (PHRM), including liaison and coordination of the Certificate and Associateship Committee, the Conjoint Committee for Pre-Hospital and Retrieval Medicine (CCPHRM) and the PHRM Accreditation Subcommittee.
- *Accreditation*: Responsible for the administration activities associated with accreditation of emergency departments to conduct training for ACEM training programs and special skills placements.

Position Purpose

Positioned within the Fellowship Training Programs unit, the primary purpose of this role is to administer a range of processes and functions, and provide high quality support and advice to trainees, their supervisors and assessors through quality customer service and accurate record keeping. This role also provides administrative support to assessment panels and relevant college education committees to assist them in the discharge of their duties.

Key Responsibilities

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

- Respond to stakeholder requests relating to the College's specialist training programs and provide clear, courteous, accurate, and timely information.
- Undertake and complete administrative, data entry, audit and analysis tasks to ensure the efficiency and accuracy of all training records, assessment outcomes, workshop registrations and communications.
- Provide administrative and meeting support and prepare assessment data for Trainee Progression Review Panels and other relevant committees, working groups and stakeholder groups as required.
- Collate relevant records and information to draft reports for reconsideration of assessment decisions of Trainee Progression Review Panels.
- Complete administrative processes associated with the appointment and performance monitoring of training program stakeholders.
- Develop accurate reports on Training Program processes and progress against specified targets and timelines.
- Act as a representative of ACEM at internal and external training program-related events as required.
- Work collaboratively and as a supportive team member under the direction of the Training department's Coordinators, Training Services.
- Contribute to the development and updating of Training Program policies, procedures, website, FACEM Training Handbook, workshops, and other training-related communication media/materials.
- Collaborate and cooperate with others within the College in accordance with the project focus and the role.
- Act as a Subject Matter Expert and contribute towards development and improvement projects.
- Other responsibilities and additional tasks as delegated by Management within the scope of this position.

Organisation Responsibilities

- Ensure the quality recording of all processes relevant to role and responsibilities.
- 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 ACEM Te Rautaki Manaaki Mana: Excellence in Emergency Care for Māori are met to a high standard.
- Strive to maintain a culturally competent and inclusive workplace and expected to undergo regular cultural competence training.

Key Skills, Qualifications and Attributes

Essential

- Relevant work experience, preferably in a regulatory/compliance and/or education environment.
- Highly developed administrative skills with strong attention to detail and ability to commit to a high-quality service-oriented workplace culture.
- Well-developed communication skills:
 - Oral: The ability to interact effectively with a range of stakeholders including senior clinical staff, emergency medicine trainees, IT and administrative colleagues.
 - Written: The ability to achieve very high accuracy for trainee records, meetings, and committees including follow-up action points, written reports and correspondence.
- Critical thinking, analytical and decision-making skills with the ability to interpret information and make sound judgements.
- Demonstrated ability to use initiative with problem-solving skills to work unsupervised on team tasks in accordance with objectives, timelines, and priorities.
- Ability to prioritise and manage a range of varied activities and competing deadlines efficiently and effectively.
- Demonstrated ability to deal discretely and manage sensitive and confidential information.
- Proficiency in Microsoft Office programs; Word, Outlook and intermediate Excel Skills and previous experience using database systems.
- A demonstrated capacity to approach workplace responsibilities and colleagues in a mature 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 organised and / 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

Reports to	Coordinator, Training Services
Supervision of	Nil
Internal Liaison	Training Department and other ACEM Employees Members and Trainees of the College Directors of Emergency Medicine Training (DEMTs) Local Workplace Based Assessment (WBA) Coordinators Trainee Progression Review Panel (TPRP) members
Committee Liaison	Committees of Council of Education as required
External Liaison	Other Colleges and equivalent training organisations

Additional Information

- May involve work outside normal business hours to meet business objectives.
- Travel within Australia and Aotearoa, New Zealand may be required.