



Position Title	Manager, Training Services (Certificate and Diploma Programs)
Department	Training
Date Reviewed	January 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:

- *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 and the management of the Trainee Research Requirement. To provide support and guidance for trainees who encounter difficulties during their training.
- *Certificate and Diploma Training Programs:* Responsible for training and assessment leading to the Emergency Medicine Certificate (EMC), Diploma (EMD) and Advanced Diploma (EMAD).

- *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.
- *Diploma of Pre-Hospital and Retrieval Medicine Training Program*: Responsible for training and assessment leading to the *Diploma of Pre-Hospital and Retrieval Medicine (DipPHRM)*. Liaison with and coordination of the Conjoint Committee for the Diploma of Pre-Hospital and Retrieval Medicine (CCPHRM).
- *Accreditation*: Responsible for the accreditation of emergency departments to conduct training for ACEM training programs and special skills placements.

Position Purpose

The primary purpose of the role is to manage the day-to-day administration of all aspects of the Certificate and Diploma training programs. This involves managing a team of employees to monitor, develop, implement, and continuously improve upon the delivery and experience of the training program for trainees, supervisors, assessors and other stakeholders.

This position has a key role to play in maintaining and building relationships and liaising with members of all committees involved in the governance of the Certificate and Diploma training programs and stakeholders from other Colleges and bodies with which ACEM collaborates.

Key Responsibilities

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

- Leadership and Management of the unit, including workforce planning and supporting and developing team members to deliver exceptional service to trainees and members.
- Management of the day-to-day operations and administration of the Colleges' Certificate and Diploma training programs.
- Manage site accreditation policies, application and compliance processes, including being the staff representative on inspection panels and drafting outcome reports.
- Develop and maintain relationships with Chairs and members of the relevant committees and manage the administrative support of their activities.
- Preparation of discussion papers and reports on related matters for the information and consideration of relevant College entities.
- Develop resources and content that add value and improve stakeholder experience, including delivering and presenting information at workshops and other forums.
- Lead and drive the continuous improvement of processes, procedures and systems that ensure accuracy of trainee records, compliance with regulations, have a service focus and result in the efficient delivery of the training programs.
- Develop and manage the maintenance of relevant communications, including websites, handbooks, resources and newsletters.
- Act as a Subject Matter Expert and work with the ICT, Project delivery teams and other working groups to drive solutions and contribute towards development and improvement projects.
- Manage, prepare and monitor relevant budgets.
- Other responsibilities as delegated by Management within the scope of this position.

Organisational Responsibilities

- Promulgating and demonstrating the ACEM Core Values within the Department and 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 the role and responsibilities in the Promapp system.
- Demonstration of leadership to develop and maintain a culturally competent and inclusive workplace and expected to undergo regular cultural competence training.

Key Skills, Qualifications and Attributes

Essential

- Relevant work experience at a management level, preferably in, education, training, or a regulatory/compliance environment.
- Demonstrated ability to lead, manage and motivate teams.
- Highly developed stakeholder engagement skills with the ability to interact, negotiate and influence effectively with various stakeholders, including senior doctors, trainees and colleagues.
- Demonstrated ability to navigate complex programs and policies and continuously improve processes, particularly in a highly regulated environment.
- Experience in the application and development of policies and procedures to support operational programs.
- Committee management experience, including the ability to provide high-level authoritative and timely advice and preparation of briefing documents to inform decision-making.
- Well-developed written communication skills, including developing policies, procedures, discussion papers and other communications.
- Proven capacity to be solution-focused and customer-centric.
- Experience in preparing and monitoring budgets.
- Proficiency in Microsoft Office programs; Word, Outlook and intermediate Excel Skills and previous experience using database systems.
- Commitment to the principles of equal opportunity, workplace diversity and inclusion, and industrial democracy.

Desirable

- Demonstrated ability to critically assess and oversee change management processes and strategies.
- An understanding of the Australian and New Zealand health systems, with reference to the training and education of medical practitioners.
- Experience working within medical college, education, or compliance-related sectors.

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	Executive Director, Training
Supervision of	Training Coordinator, Certificate and Diploma Programs (Direct Report) Training Officer, Certificate and Diploma Programs (x3) (Indirect reports)

Internal Liaison	All ACEM Employees Members and trainees of the College
Committee Liaison	Emergency Medicine Certificate and Diploma (EMCD) Committee Conjoint Committee for Pre-Hospital and Retrieval Medicine Pre-Hospital and Retrieval Medicine Accreditation Subcommittee Other relevant working groups, 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.