



Position Title	Manager, Certificate and Diploma Programs
Department	Training
Date Reviewed	February 2023

Incumbent Name		
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 a number of strands of activity arranged into units, each of which is led by a Manager or Coordinator, who reports to the Executive Director, as follows:

Specialist Training Programs: Responsible for the administration of the Specialist Training Program leading to Fellowship of ACEM and the Paediatric Emergency Medicine Training Program leading to the Specialist title of Paediatric Emergency Medicine Specialist. This unit manages the process for the selection of trainees, administration of Workplace-based assessments and reviews, trainee progression pathways and support of trainees.

Accreditation: Responsible for the administration of accreditation of emergency departments to conduct training for ACEM training programs and special skills placements.

Certificate and Diploma Training Programs; Responsible for the administration of training, accreditation and assessment leading to the ACEM Emergency Medicine Certificate (EMC), Diploma (EMD) and Advanced Diploma (EMAD) and Diploma in Pre-Hospital Retrieval Medicine (DipPHRM).

Position Purpose

Positioned within the Certificate and Diploma Training Programs unit, the primary purpose of the role is to lead and manage the administration of all aspects of the certificate and diploma training programs offered by ACEM. This involves managing a team of employees to monitor, develop, implement, and continuously improve upon the delivery and experience of the training programs for trainees and their supervisors.

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 of the Certificate and Diploma Training Programs unit including;
 - management of the operations and delivery of the training programs
 - manage site accreditation policies, application and compliance processes, including being the staff representative on inspection panels and drafting outcome reports
 - manage the relevant planning and processes of certificate and diploma examinations and liaise with the examination operations team to ensure their delivery
 - supporting and developing team members and conducting annual/biannual performance reviews to ensure efficient and effective performance of the unit and each team member
- Develop and maintain relationships with Chairs and members of the Certificate and Diploma training program committees and manage the administrative support of their activities.
- Develop and maintain relationships and communication with internal and external stakeholders, including staff from other Colleges or professional bodies who ACEM collaborates with on the programs.
- Preparation of discussion papers and reports on training program related matters for the information and consideration of relevant College entities.
- Manage and develop orientation and support initiatives for trainees, supervisors and other stakeholders including training resources and delivery and presentation of information at workshops and other relevant forums.
- Participation in planning processes and contribution to the ongoing improvement to College training including contributing to working groups in the development of new certificates and diplomas
- Manage, prepare and monitor certificate and diploma budgets
- Lead, monitor and manage the development of processes, procedures and systems that ensure accuracy and quality assurance of trainee records and audits, and the efficient and effective delivery of the training programs.
- Manage the development and maintenance of content relating to Certificate and Diploma training programs and site accreditation, including websites, handbooks and other communication media.

- Collaborate with the Communications and Media team on engagement and communication processes to demonstrate and promote the value in completing the programs and increasing enrolments.
- Act as a Subject Matter Expert and work with the ICT and Projects delivery team to drive solutions and contribute towards development and improvement projects.
- Act as a representative of ACEM at internal and external events as required.
- Manage confidential and sensitive and confidential information discretely and in accordance with College guidelines.
- 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, education, training, or regulatory/compliance environment.
- Experience in managing, leading and motivating teams to meet team and organisation goals and objectives.
- Demonstrated stakeholder engagement skills with the ability to interact, negotiate and influence effectively with a range of stakeholders including senior doctors, trainees, IT, and administrative colleagues.
- Excellent planning and organisational skills with the ability to organise and monitor the workload of employees.
- Well-developed written communication skills including the development of policies, procedures, briefing notes, discussion papers and other communications.
- Committee management experience, including the ability to provide high-level authoritative and timely advice and preparation of briefing documents to inform decision-making.
- Demonstrated ability to navigate complex programs and policies and simplify processes, particularly in a highly regulated environment.
- Experience in preparing and monitoring budgets
- Experience developing policies and procedures to support operational programs.
- Critical thinking, analytical and decision-making skills with a good ability to interpret information and make sound judgements.
- Proven capacity to be solution-focused and customer centric.
- Proficiency in Microsoft Office programs; Word, Outlook and intermediate Excel Skills and previous experience using database systems.
- 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 qualification in related field (highly 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 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	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 PHRM Network 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.