 POSITION DESCRIPTION	PD	382
	Version	1.0

Position Title	Education Support Officer
Classification:	Support Services Level 6
Industrial Agreement or Award:	Health Professionals & Support Services Award
Reports to:	Clinical Education Lead
Date Reviewed:	July 2025

HEALTHY NORTH COAST VALUES

The Healthy North Coast **CAN-DO** Effect

Community first and always

We are committed to serving our communities. We listen actively, and every voice is heard, respected and valued. We measure success by the wellbeing of our communities.

Achieving more together

We believe in the power of collaboration and teamwork. We value different strengths and perspectives. We know we can achieve more and create a lasting impact by working as one.

Nurturing innovation


We thrive on challenges and explore new ideas and approaches to problem-solving. We are always learning and open to change so we can drive advancements and growth that make a difference

POSITION OBJECTIVE

The Education Support Officer provides input on Healthy North Coast (HNC) education project plans, resource development, stakeholder engagement and programme implementation. The Education Support Officer will support the Clinical Education Lead in the development of tools, resources, engagement plan and evaluation framework to deliver clinical education to GPs, pharmacists, allied health professionals and nurses.

The role's engagement with stakeholders and support will build capacity in the primary care sector by delivering targeted education and resources. This supports quality care delivery by ensuring carers are recognized and integrated into care planning, which is essential for holistic and effective healthcare.

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KEY RESPONSIBILITIES

1. Support the Clinical Education Lead, Medical Educators, and other members of the Primary Health Programs and Partnerships portfolio to:
 - a. Provide input to a project framework including implementation plan, risk register, stakeholder engagement plan, and reporting cadence.
 - b. Support delivery of a carer’s education framework, outlining tools, resources, and evaluation plans, including data collection and performance metric strategies.
 - c. Build collaborative partnerships between primary and tertiary care to drive local health system improvements.
 - d. Ensure successful project delivery and documentation by providing high level secretariat support including coordination of project meetings, collating minutes, and pro-actively managing and reporting on meeting actions.
 - e. Undertake program monitoring, evaluation, and quality improvement activities.
 - f. Deliver, implement, maintain and support the necessary processes, standards, templates and tools to be used for the project.
 - g. Support the implementation of communication, stakeholder, and user engagement strategies which orient health care workers to the identification and support of carers.
2. Support the broader team in education event delivery and stakeholder engagement activities
3. Provide advice or support to other HNC programs and initiatives as required.
4. Attend team meetings and planning workshops as required.

Please note some inter and intra state travel, and work outside standard office hours, may be a requirement of this role.

CAPABILITY FRAMEWORK

Healthy North Coast has an endorsed Capability Framework that supports each position across the organisation. The Classification of each position details role specific capabilities.


SELECTION CRITERIA

Applicants must demonstrate how they meet the Selection Criteria for this position

Key selection

1. Ability to work independently, prioritise tasks, and manage time effectively with excellent organisational skills
2. Excellent written communication skills including the ability to write and review documents to a high standard with attention to detail
3. Excellent verbal communication skills including the ability to communicate effectively with individuals and larger groups
4. Supports subject matter experts to design, deliver and evaluate strategies, programs, and initiatives.

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Qualification	<ol style="list-style-type: none"> 5. Knowledge of and commitment to Work Health and Safety, Equal Employment Opportunity, Cultural Safety, and Continuous Improvement principles 6. Experience as a carer and/or understanding of Primary Health Care is highly desirable. <hr/> <ol style="list-style-type: none"> 7. Relevant qualifications and/or equivalent experience of 5+ years: 2-3+ years' experience in the local health system and/or 2-3+ year experience in higher level administrative or project support role
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APPOINTMENT SUBJECT TO:

1. Criminal record clearance
2. Employee confirmation that they do not have a pre-existing injury or illness that would affect their ability to undertake the inherent requirements of this position
3. Current Class C Driver's Licence may be a requirement of specific roles

PERFORMANCE OBJECTIVES:

To be established with the Reporting Manager within the 3-month probationary period.

ACKNOWLEDGEMENT:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

As occupant of the position, I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name:	
Signature:	
Date:	

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