



Australian Medical Council Limited

Position Number:	PN031	Last Reviewed:	June 2022
Designation:	Program Support Officer (Assessments)		
Classification:	Permanent	Salary Range:	\$60,000 - \$75,000
Business Area:	Accreditation		
Reports To:	Manager, Specialist Medical Program Assessment		

The Australian Medical Council (AMC)

The Australian Medical Council (AMC) is an independent national standards body for medical education. Our purpose is to ensure the standards of education, training and assessment of the medical profession promote and protect the health of the Australian community.

The AMC develops accreditation standards and procedures for medical education and training in all phases of medical education:

- Primary medical education programs provided by university medical schools.
- Prevocational training, a year in supervised work based training.
- Specialty medical training and continuing professional development, including recognition of medical specialties.

The AMC is the accreditation authority for the medical profession in Australia and assessment of medical programs is one of its key functions. You can read about the AMC, our work, and values [here](#).

AMC Values		
• Openness and Accountability	• Integrity	• Innovation
• Cultural Safety and Cultural Competence	• Collaboration	• Striving for Excellence

Statement on Cultural Safety

To ensure the AMC strategic goal of ensuring culturally safe practice to improve health outcomes, the AMC works closely with Aboriginal, Torres Strait Islander and Māori Peoples and stakeholders, who are integral to the workforce. We are committed to ensuring a working environment that is always culturally safe and inclusive and it is a requirement all AMC staff participate in ongoing cultural safety training.

The AMC encourages applications from Aboriginal, Torres Strait Islander and Māori Peoples for all roles advertised.

The Role of Program Support Officer – Accreditation Assessments

In the Accreditation Section, three teams are responsible for each stage of medical education and this role sits primarily within the Specialist Education Accreditation team that manage the assessment of specialty medical training programs and continuing professional development programs.

The Program Support Officer is responsible for implementing aspects of the AMC governance and accreditation processes and procedures and supports the successful completion of the assessment of specialist medical programs. Each assessment is a complex program of assessment activities over 12 to 18 months, involving:

- preparing documents including meeting agendas, reports and communications;
- detailed program planning and tracking of progress;
- providing support to expert teams and education providers;
- maintaining accuracy of data and information;

In the process, you will develop knowledge in the application of AMC standards, medical education and the provision of healthcare in Australia. There will be opportunities to engage with AMC stakeholders to develop effective working relationships, develop project management, policy making and communication skills.

Position Responsibilities

1. Assessment of specialist medical education programs and education providers

Ensuring standard AMC process is followed, coordinate and complete tasks in a timely fashion for assessment visits.

- Support Manager, Specialist Medical Program Assessment or executive officer of specific accreditation assessments by proactively managing accreditation steps and operational workplan.
- Manage logistic arrangements with the education provider and expert assessment team.
- Support AMC meetings and site visits, including face-to-face/virtual arrangements and note taking.
- Prepare budget estimates and reviews and manage invoicing process for assessment visits.
- Prepare standard letters, agendas, documents and report sections with accuracy.
- Contribute to the editing of accreditation reports.
- Provide support for desktop research and collation of information.
- Manage email inbox for specialist medical program specific enquiries.
- Contribute to policy and process improvements.

2. Information and data management

Regularly review and keep up-to-date:

- Standard stakeholder lists and surveys, templates and administrative records.
- Accreditation management systems, assessment data and online document management systems.

3. Section responsibilities

As required, collaborate with senior AMC staff and/or section team to:

- Provide administrative support for annual AMC workshops, projects and activities.
- Support medical school or prevocational accreditation assessment visits.

4. Other duties as directed.

Key Selection Criteria

Essential Skills and Experience

- Detail-oriented with demonstrated time management and organisational skills.
- Clear, accurate and effective written and spoken communication skills
- Able to manage competing priorities effectively.
- Able to build effective working relationships with a wide range of stakeholders
- Experienced user of Microsoft Office software.

Additional Requirements/Qualifications

- Flexibility for interstate travel and occasional extended hours (required).
- Experience in supporting small teams (desirable)
- Experience with video-conferencing, presentation software, database systems (desirable)
- Experience applying standard operating procedures and guidelines (desirable).
- Experience in synthesising information and data for management reports (desirable).

Professional Behaviours

- Commits to demonstrating and upholding AMC values.
- Maintains accountability for own work, recognises limits of expertise and refers appropriately
- Honest and open, demonstrating integrity with colleagues and stakeholders
- Inclusive and respectful, contributing to a culturally safe environment for all
- Adaptable and supportive of others in the work team to achieve goals.
- Demonstrates commitment to learning, developing, and sharing good work practice