

Position Description

Position number:	PN258	Last reviewed:	August 2026
Designation:	Cultural Support Officer, Indigenous Policy and Programs		
Classification:	Permanent, full-time	AMC Salary band:	Band 3
Business area:	Indigenous Policy and Programs, Medical Schools Accreditation		
Reports to:	Cultural Strategic Facilitator, Indigenous Policy and Programs and Manager Medical Schools Accreditation		
Key stakeholders:	Senior Executive team; COO; Aboriginal and/or Torres Strait Islander and Māori Committee; AMC assessment teams; Medical Schools Accreditation Committee; and related operational staff teams, with engagement focused on coordination, administrative support and information management within scope of role. External: Accredited education providers for primary medical education programs or medical schools		

Organisational purpose

The AMC's purpose is to ensure that the standards of education, training and assessment of the medical profession promote and protect the health of the Australian community.

AMC values

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| <ul style="list-style-type: none"> Integrity Cultural safety and cultural competence | <ul style="list-style-type: none"> Collaboration Openness and accountability | <ul style="list-style-type: none"> Striving for excellence Innovation |
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AMC commitment to cultural safety, diversity, and inclusion in the workplace

The AMC aims for a diverse workforce to reflect the Australian community we serve. We believe diversity improves ideas and results in better outcomes and our employment policies reflect our commitment to diversity and inclusion.

The AMC is committed to a working environment that is inclusive and culturally safe for all. The AMC works closely with a number of Aboriginal and/or Torres Strait Islander and Māori stakeholders. It is a requirement that staff must ensure a working environment that is inclusive and culturally safe at all times.

All AMC staff are required to participate in ongoing cultural safety training.

To ensure we meet our strategic goal of ensuring culturally safe practice to improve health outcomes, the AMC understands that we require Aboriginal and/or Torres Strait Islander and Māori Peoples in our workforce. ***The AMC encourages applications from Aboriginal and/or Torres Strait Islander and Māori Peoples for all roles advertised.***

Business area purpose

The Indigenous Policy and Programs (IPP) area is responsible for supporting the AMC executive in activities across the organisation, in line with the AMC's strategic goal of ensuring culturally safe practice to improve health outcomes and achieving the goals of our Aboriginal and/or Torres Strait Islander and Māori Strategy. Reporting to the Cultural Strategic Facilitator, Indigenous Policy and Programs team, the role will require working closely with the Indigenous Policy and Programs team, the Aboriginal and Torres Strait Islander and Māori Committee, the AMC executive team and staff across the AMC.

The AMC is committed to a working environment that is inclusive and culturally safe for all. The AMC works closely with many Aboriginal and/or Torres Strait Islander and Māori stakeholders. It is a requirement that staff must ensure and embrace a working environment that is always inclusive and culturally safe. All staff are required to participate in ongoing cultural safety training and gain greater understanding of our cultural safety values.

As an identified position, this role is available to Aboriginal and Torres Strait Islander and Māori Peoples only.

Position responsibilities and key results areas (KRAs)

Monitoring and Assessment of primary medical education programs and education providers

- Support the Cultural Strategic Facilitator or executive officer of specific accreditation assessments by coordinating accreditation steps and maintaining the operational workplan within established parameters.
- Support and coordinate monitoring and assessment visit tasks in accordance with standard AMC processes, established procedures and agreed timeframes.
- Support and coordinate logistic arrangements with education providers and expert assessment teams, identifying and escalating issues as required.
- Support AMC meetings and site visits, including face-to-face/virtual arrangements and note taking.
- Occasional interstate travel and extended hours (with flex time off for additional hours worked).
- Support the need for ensuring Cultural space provisions during accreditation visits and activities.
- Support the Accreditation and IPP teams to ensure processes and engagement are culturally safe and appropriate as required.
- Assist with planning and coordinating assessor workshops, including supporting the cultural safety of Indigenous assessors.
- Work collaboratively with the IPP and Accreditation teams to ensure workshops run smoothly and meet cultural considerations.
- Support Indigenous assessors and provide culturally appropriate guidance where required.

Stakeholder engagement:

- Maintain effective working relationships with internal and external stakeholders, providing operational support and advice within scope of the role and professional representation of the AMC.

Information and data management

- Monitor and triage general mailboxes including medical school's accreditation and Indigenous Policy and Programs to support timely coordination of routine enquiries and information requests.
- Support the maintenance of Indigenous assessor lists, surveys, templates, administrative records and other standard documentation to support accreditation activities.
- Update as required, accreditation management systems, assessment data and online document management systems to ensure information is accurate, complete and accessible.

Section responsibilities

- As required, and under general guidance, collaborate with senior AMC staff and/or the section team to provide coordination and administrative support.
- Work closely with the IPP and Accreditation teams to coordinate workshops and activities, ensuring a smooth and culturally safe experience.
- Provide cultural guidance and administrative support during accreditation assessment visits.
- Support Medical Schools Accreditation Committee activities and related administrative requirements.

- Support the implementation of accreditation projects, policy updates and business activities in accordance with established procedures.
- Undertake other duties as directed.

Key selection criteria

- Demonstrated commitment to AMC values, professionalism, respectful communication and cultural safety.
- Works collaboratively with the IPP and Accreditation teams
- Demonstrates cultural awareness and sensitivity when working with Indigenous assessors and stakeholders.
- Exercises sound judgement within the scope of the role and appropriately refers matters requiring specialist or cultural advice.
- Applies established policies, procedures and work instructions while maintaining a high standard of accuracy and quality.
- Experience in administration, coordination, stakeholder engagement or a customer-facing operational environment (desirable).

Skills/Knowledge

- Great people skills, in person and virtually.
- Well-developed coordinating and time management skills.
- Proficient writing, editing and proofreading skills to prepare written communication.
- Proficient computer and IT Literacy.
- Good attention to detail to ensure reliable and minimal errors in work product.
- Strong administrative abilities to ensure consistent record-keeping, clear documentation and appropriate management of confidential information.

Additional requirements

- Flexibility for interstate travel and occasional extended hours (required).