



Position Description – Health Clinic Officer

Position Details

Position Title: Health Clinic Officer

College/Portfolio: STEM College **School/Group:** SHBS

Campus Location: Primarily based at Bundoora campus, and the potential to work across other RMIT campuses as required.

Classification: HEW 5

Time Fraction: 0.6

Employment Type: Fixed Term until 02/07/2027

Fixed Term Reason: Replacement Employee

Reporting Line: Coordinator, Health Clinic

No. of Direct reports: 0

RMIT University

RMIT is a global university of technology, design and enterprise, committed to creating transformative experiences for students and making a meaningful impact through research, innovation, and engagement. For more information on RMIT University follow the links below.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

<https://www.rmit.edu.au/about/facts-figures>

Our campuses in Melbourne (City, Brunswick, Bundoora, and Point Cook) are complemented by international campuses in Vietnam and a centre in Barcelona, Spain. We proudly acknowledge the Woi Wurrung and Boon Wurrung peoples of the eastern Kulin Nation on whose unceded lands our campuses are located.

We are deeply committed to reconciliation and Indigenous self-determination, embedding these values throughout our policies, culture and structures.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

Why Join RMIT?

Our people are at the heart of everything we do. At RMIT, we value innovation, collaboration and impact. Our values are the heart (durrung) of who we are and what we stand for at RMIT. They guide what we do, how we make decisions, and how we treat each other.



Inclusion Imagination Integrity Courage Passion Impact

Learn more about our values: <https://www.rmit.edu.au/about/our-strategy/values>

Organisational Accountabilities

RMIT is committed to the safety, wellbeing and inclusion of all staff and students. As a staff member, you are expected to comply with all relevant legislation and RMIT policies, including those related to: Equal opportunity, Occupational health and safety, Privacy and trade practices & Child safety standards:

Appointees are responsible for completing all required training and ensuring that they and their team members remain up to date on relevant compliance obligations.

Staff are expected to understand and support RMIT's child safe practices as part of their professional responsibilities. More about our child safety commitment: <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Leadership at RMIT

At RMIT, leadership is not defined by position or hierarchy—it is a shared responsibility demonstrated by all staff, regardless of role or title. Leadership is grounded in our six core values, which guide and shape how we work together, make decisions, and create impact.

Effective leadership means consistently integrating these values into everyday actions and interactions, whether influencing a project outcome, supporting a colleague, or leading a team. All staff are expected to embody the principles of the *Be–Know–Do* Leadership Model:

Be – We are open and authentic, inclusive and empowering. We are purpose driven role models and communicators.

Know – We are self-aware, and understand our stakeholders, our sector and priorities.

Do – We set clear direction and expectations, we develop ourselves and others and promote mutual accountability to deliver results.

At every level, leadership at RMIT is about influence, contribution, and mindset. It is reflected in how we empower others, foster collaboration, and drive positive change through capability-building and alignment to strategic goals.

College/Portfolio/Group

The STEM College holds a leading position and expertise in the science, technology, engineering, mathematics, and health (STEM) fields. We are uniquely positioned to influence and partner with industry, as never before.

STEM College is a community of exceptional STEM researchers, teachers, inventors, designers and game-changers, supported by talented professional staff. We offer higher education programs across all STEM disciplines at the Bachelor, Master and PhD levels, and ensure our students experience an education that is work-aligned and life-changing.

The College is renowned for its exemplary research in many STEM areas including advanced manufacturing and design; computing technologies; health innovation and translational medicine; nano materials and devices; and sustainable systems. Our brilliant researchers attract funding from government and industry sources.

Industry is at the heart of what we do. It ensures our research has real world impact, and our students are truly work-ready. Under the leadership of DVC STEM College & Vice President, Digital Innovation, we have established new hubs of industry-connected digital innovation and endeavour and are engaging with global STEM organisations at scale.

Our diversity and shared values empower our work, and we are proud of the College's inclusive, caring culture. We offer a safe, dynamic work environment, and support every member of our community of achieve their potential. The College appointed Victoria's first ever Dean of STEM, Diversity & Inclusion in 2020, and this role drives gender equity, diversity and inclusion strategies across the College.

STEM College employs 1,000 staff who deliver onshore and offshore programs to approximately 20,000 students.

We are here to positively impact the world and create the next generation of STEM leaders.

www.rmit.edu.au/seh

Position Summary

The Health Clinic Officer will provide excellent customer service support to patients, students and staff within the RMIT Health clinic, acting as first port of call at reception for all client queries. The role will assist the administrative team in running daily operations of the clinic and maintaining compliant processes in line with all University and health service policies and procedures. The role will also assist in data management and reporting for the STEM College WIL team and provide administrative support to the School as required.

Rostered weekend work and evening shifts are an essential component of this position to meet the demands of the clinic opening hours which are outside of the standard University hours of operation.

Key Accountabilities

Each key accountability should consider RMIT's **Be-Know-Do leadership model**:

- Be accountable for your own actions and workload to positively influence the team culture and consistently demonstrate RMIT's values.
- Undertake reception duties at the RMIT Health Clinic, providing an excellent customer experience for students, staff and the public.
- Provide data entry support for the STEM College WIL team for the accurate and timely entry of student placement data.
- Provide administrative support to teams across the School and College teams.
- Ensure accurate record keeping including maintenance of the clinic patient software, WIL compliance information whilst always maintaining privacy.
- Implement clinic processes and procedures that ensure compliance with relevant legislation as it relates to the running of a health service and RMIT policies, systems and procedures including supporting OH&S in the facility.
- Other duties as required within the scope of this classification, occasionally supporting activities held outside of normal working hours.
- Assist other teams across the portfolio and College as required within the scope of this classification.

Key Selection Criteria

Essential:

- Excellent communication, relationship building and negotiation skills with the ability to work collegiately with academic and professional staff, students, and external clients from diverse cultural backgrounds.
- Experience in providing excellent customer service.
- Demonstrated ability to interpret and apply complex rules and handle confidential issues with sensitivity.
- Demonstrated ability to work independently and meet deadlines in a high-volume environment with excellent attention to detail and commitment to quality assurance.
- High level of proficiency in computer software packages with effectiveness, accuracy and attention to detail and the ability to learn new technical skills.

Desirable:

- Previous experience in Health/Medical administration role

Qualifications

Nil

Working with Children Check

Appointment to this position is subject to holding a valid Victorian Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.