

Position Description



Date: January 2024

SECTION 1: POSITION IDENTIFICATION

Position Title: CPD Program Officer

Classification Level: 3

SECTION 2: POSITION RELATIONSHIP

Position responsible to: Manager, Education and Skills Development

Positions with direct responsibility to this position: Nil

SECTION 3: Key responsibilities

Actively contribute to the development of a culture consistent with the values of Rural Health West.

As a member of the Education and Skills Development (ESD) team, the CPD Program Officer contributes to the objectives of Rural Health West by ensuring the provision of well-governed and consumer-focused services through the delivery of education activities and events.

Collaborating with other ESD staff, the role of the CPD Program Officer is to ensure that all education activities and events are planned, coordinated and executed effectively, including but not limited to:

- CPD Workshops
- Forums
- Webinars
- Podcasts
- Other education activities and events as required

SECTION 4: Level of responsibility

The CPD Program Officer will work as a member of the Education and Skills Development team and will be responsible to the Manager, Education and Skills Development.

SECTION 5: Statement of duties

Event administration and logistics

- Provide onsite event coordination to ensure events are delivered effectively.
- Assist with the administration, implementation and coordination of the Rural Health West education and events calendar.
- Liaise with external providers and suppliers of relevant goods and services.
- Coordinate services for events such as transportation, facilities, signage, special needs requirements, event security, accommodation, catering and venue hire.
- Prepare and coordinate materials for each event including satchel materials, attendee list documents, name badges and transportation of on-site materials.

- Collate and distribute resources and information to staff, health professionals and other relevant stakeholders when required.
- Conduct post-event evaluations and collate evaluation summaries, event snapshots, data and information for reports.
- Complete post-event tasks and electronic filing as per event checklists.
- Maintain relevant databases and collect data to support reporting activities.

Delegate logistics

- Design and configure event software to facilitate registration and payment processes.
- Process all delegate registrations.
- Process all accommodation requests and confirmations with hotels for delegates and staff.
- Distribute pre-reading and program materials to delegates.

Marketing and communication

- Work with marketing to effectively utilise promotional collateral in line with the CPD marketing plan.
- Create and maintain event websites and registration pages.
- Ensure all marketing materials and website pages are up to date and reviewed for accuracy, completeness and cyber safety.
- Develop and maintain professional relationships with external contractors.
- Undertake database maintenance in line with Rural Health West policies and procedures.

Finance and administration

- Receive and process delegate registration payments and refunds.
- Receive and process supplier invoices in line with program budgets.
- Receive and process travel invoices for staff and delegates.
- Ensure information and data for accrual and financial reports are provided to the ESD Coordinators, as required.

Other

- Support the ESD Coordinators to develop, maintain and implement quality improvement procedures and documentation.
- Reflect a professional image at all times.
- Perform reception duties as required.
- Other duties as required.

SECTION 6: SELECTION CRITERIA

Essential

- Practical experience in a similar role (2 years).
- Diploma of Event Management (or equivalent).
- Experience in the use of EventsAIR or a specialised events management software.
- Competent computer skills across all Microsoft Office applications.
- Well-developed professional written and verbal communication skills, and the ability to communicate clearly with people from a range of cultural and educational backgrounds.
- Ability to multi-task and provide support within a team environment with strong attention to detail.
- Able to take direction, work autonomously and adapt to a fast-paced environment.
- A current Western Australian Driver's Licence.

SECTION 7: APPOINTMENT FACTORS

- Some intrastate travel, additional hours and weekend work will be required.

SECTION 8: RURAL HEALTH WEST'S VALUES

Living our values

At Rural Health West, we have four values that define how we complete business and work with each other and our customers every day. To ensure that we are staying true to these values, we have described and agreed the behaviours that we expect staff to display every day.

Community – we work hard to ensure rural communities have access to quality health services

- We provide solutions and services that support and enable the communities we serve.
- We identify relationships and proactively work on building and nurturing them.
- We respect and value difference and appreciate the views and beliefs of others.
- We foster a culture in which people feel safe to discuss their views and opinions in a constructive manner.

Integrity – we do the right thing, always

- We are consistent in all that we do.
- We complete all interactions with professionalism and respect.
- We listen, ask questions and make informed decisions.

Innovation – we embrace change and strive for improvement

- We seek new opportunities and alternate solutions to achieve our vision.
- We are aware of and adapt to current events and trends that impact our sector and community.

Accountability – we value the trust placed in us by our customers, our partners and our funders

- We embrace our vision, mission, objectives and values.
- We take full accountability for our development and always look for ways to improve our performance.
- We are proactive, individually and as a team, to deliver business results.
- We are risk aware and follow required policies and procedures.

SECTION 9: CERTIFICATION

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

Signature: _____ Date: _____
 Manager, Education and Skills Development

Signature: _____ Date: _____
 General Manager Education and Engagement

Signature: _____ Date: _____
 Chief Executive Officer

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

Name: _____

Signature: _____ Date: _____

Date appointed to this position: _____