

Position Description



Date: 28 February 2022

SECTION 1: POSITION IDENTIFICATION

Position Title: Regional Services Program Coordinator

SECTION 2: LEVEL OF RESPONSIBILITY

Position responsible to: Manager Regional Services

Positions with direct responsibility to this position: Nil

Classification Level: 4

SECTION 3: KEY RESPONSIBILITIES

The role of the Regional Services Program Coordinator is to provide direction, management and oversight when developing and maintaining Rural Health West's contract management relationship with outreach service providers across WA.

- Actively contribute to the development of a culture consistent with the values of Rural Health West.
- As a member of the Regional Services team, contribute to the aims and objectives of Rural Health West to ensure the provision of well-governed and consumer-focused outreach services.

SECTION 4: POSITION RELATIONSHIPS

- The Regional Services Program Coordinator is a member of the Regional Services team and will be responsible to the Manager Regional Services.
- The Regional Services team includes the Manager Regional Services, Program Coordinator/s, Program Officer/s, and is responsible to the Deputy Chief Executive Officer.

SECTION 5: STATEMENT OF DUTIES

Contract Management

- Manages the contractual relationships between service providers and Rural Health West with particular attention to sustainability, governance and compliance;
- Oversees and monitors the implementation of contracts for the delivery of services to communities with particular attention to monitoring of performance and outcomes;
- Participates in and contributes to the identification, selection and induction of service providers;
- Works with the Manager to build and maintain good visibility of each service provider's financial stability and operations;
- Maintains records in accordance with Rural Health West/Department of Health/ Commonwealth Government requirement; and
- On-going development, maintenance, implementation and quality improvement of procedures and documentation.

Stakeholder Support

- Undertakes a strong communication, information-sharing and advisory role with the service providers, including information regarding both technical requirements and broader strategic directions;
- Analyses funding plans, proposals and submissions and provides recommendations;
- Works in partnership with service providers for the development and maintenance of evidence-based best practice to achieve positive outcomes for communities across WA;
- Monitors and identifies service improvements with the service providers;
- Contributes to the development and implementation of marketing and communication strategies; and
- Prepares high quality correspondence as required.

Liaison

- Supports the development of strong statewide and sector networks through ongoing information provision and identification of opportunities for collaboration;
- Works alongside the Manager to develop opportunities, write business cases and attend meetings; and
- Undertakes representational roles as required on behalf of Rural Health West.

Personal Development

- Has a whole of organisation understanding to promote and provide information on Rural Health West when interacting with current and potential stakeholders;
- Develops and applies knowledge of contemporary contract management practices;
- Builds and maintains knowledge of the sector and, in particular the specific service providers for which contracts are managed; and
- Actively participates in professional development activities, both formal and informal.

General

- Provide a professional image at all times; and
- Other duties as required.

SECTION 7: SELECTION CRITERIA

Essential

- Relevant tertiary qualifications or demonstrated equivalent competence;
- Considerable program management experience including planning, implementation, evaluation, and contract management;
- Well-developed written and verbal communication skills, including negotiation and interpersonal skills
- Work productively as part of a team and demonstrate initiative;
- Well-developed organisational skills and ability to set priorities and meet deadlines;
- Well-developed problem solving, research and analytical skills;
- Well-developed computing skills including word processing, spreadsheets, databases, internet and email;
- Willingness to contribute to a positive workplace culture; and
- Ability to travel by air, including overnight stays.

Desirable

- Understanding of rural and remote healthcare service issues in Western Australia; and
- Understanding of healthcare systems and, clinical care structures and processes.

SECTION 8: APPOINTMENT FACTORS

- Some intrastate travel will be required
- Additional after-hours and occasional weekend work will be required

SECTION 9: 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 3: CERTIFICATION

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

Signature: _____ Date: _____
Manager Regional Services

Signature: _____ Date: _____
General Manager Workforce

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: _____