

Position Description



Date: January 2026

SECTION 1: POSITION IDENTIFICATION

Position Title: Program Support Officer (ESD)

Classification Level: 2

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.

Provide a high level of program support across the various programs within the Education and Skills Development team. These include but are not limited to the following programs:

- Health Workforce Scholarship Program
- CPD Support Program
- Advanced Skills Support Program
- CPD Workshops, Conferences and Events

SECTION 4: Level of responsibility

The Program Support Officer (ESD) will work as a member of the Education and Skills Development team, responsible to the Manager, Education and Skills Development. The role will work in collaboration with other team members within the Education and Skills Development team.

SECTION 5: Statement of duties

Under the broad direction of the Manager, Education and Skills Development, the Program Support Officer (ESD) duties will include, but will not be limited to:

- Provide a high level of administrative support to the Manager, Education and Skills Development and other team members as required.
- Provide a high level of administrative support to the Health Workforce Scholarship Coordinator.
- Maintain relevant databases and participate in data collection, evaluation and reporting activities.
- Contribute to the establishment, maintenance and improvement of Education and Skills Development team systems, policies and procedures to ensure its efficient operation.
- Assist in the development and implementation of new or existing projects as required.

- Provide leave cover for other team members if required.
- Perform reception duties as required.
- Maintain a positive attitude in the workplace.
- Other duties as required.

SECTION 6: SELECTION CRITERIA

- Proficiency in a range of Microsoft Office software.
- Well-developed written, verbal and interpersonal communication skills.
- Well-developed organisational skills and attention to detail.
- Demonstrated ability to prioritise workload and to meet deadlines.
- Ability to work independently with minimal supervision as well as multi-task within a team environment.

SECTION 7: APPOINTMENT FACTORS

- Some intrastate travel, additional hours and weekend work may 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.

Signature: _____ Date: _____