

Position Description



Date: 29 May 2026

SECTION 1: POSITION IDENTIFICATION

Position Title: Practice Sustainability Coordinator

SECTION 2: LEVEL OF RESPONSIBILITY

Position responsible to: Manager, Workforce Solutions

Positions with direct responsibility to this position: Nil

Classification Level: 5

SECTION 3: KEY RESPONSIBILITIES

As a member of the Workforce Solutions team contribute to the aims, objectives and culture consistent with the values of Rural Health West to ensure all Western Australian communities have ready access to qualified and experienced health professionals.

The Practice Sustainability Coordinator will work collaboratively as part of a team to design, implement, and evaluate projects and programs that support the sustainability and viability of primary care practices in rural and remote Western Australia.

SECTION 4: POSITION RELATIONSHIPS

The Practice Sustainability Coordinator will work as a member of the Workforce Solutions team and will be responsible to the Manager, Workforce Solutions.

SECTION 5: STATEMENT OF DUTIES

Under the general direction of the Manager Workforce Solutions the Practice Sustainability Coordinator will deliver the following programs and duties:

Program Coordination

- Research, design and deliver recommendations to support long-term sustainability and success of rural and remote Western Australian general practices, with a focus on helping practices become employers of choice.
- Develop, implement and evaluate targeted workforce attraction and retention initiatives tailored to the unique needs of rural and remote WA practices.
- Monitor, analyse and review the effectiveness of workforce strategies and associated outcome measures, providing insights and recommendations to improve performance, efficiency and impact.
- Develop, maintain and regularly review guidelines, policies and procedures relating to Practice Support Grants to ensure consistency, transparency and compliance.
- Coordinate the administration of Practice Support Grants, including assessment, processing, monitoring and reporting activities.

- Build strong relationships with practices to identify when additional professional support may be required and facilitate appropriate referrals to relevant professional services and support providers.

Stakeholder Engagement / Partnerships

- Engage with internal and external stakeholders to identify potential locations and program areas for expansion of existing Rural Health West services.
- Collaborate with other Rural Health West programs to ensure efficiency of effort, strong stakeholder relationships, and a high-quality candidate experience.
- Actively participate in partner-led workforce reviews and initiatives, fostering collaboration and alignment between projects and Rural Health West objectives.
- Foster strong cross-program collaboration (e.g. GP training, retention, nursing, allied health) to maximise synergies.

Promotion and marketing

- Represent Rural Health West at events such as conferences to promote workforce services.
- Contribute case studies, success stories, and practice profiles to demonstrate impact and strengthen Rural Health West's profile.

Reporting

- Prepare, collate and contribute to relevant program reports, as required.
- Ensure program delivery and reporting meet contractual obligations.

General

- Maintain knowledge of contemporary issues for Australian general practice and primary health care providers.
- Actively participate in professional networks, training, and forums to keep knowledge current and contribute to team learning.
- Ensure activities align with priorities set in the annual Health Workforce Needs Assessment and Activity Work Plans.
- Develop, maintain, and implement relevant program policies, procedures, and documentation as required.
- Maintain relevant databases and participate in data collection, evaluation, and reporting activities.
- Contribute to improvements in processes and procedures as part of the team.
- Actively contribute to the development of a culture consistent with the Rural Health West values.
- Contribute to projects aligned with the Strategic Plan.
- Identify risks (workforce, program, reputational) and contribute to mitigation strategies.

SECTION 6: SELECTION CRITERIA

Essential

1. Tertiary qualifications in a relevant discipline or equivalent competency.
2. Experience in policy interpretation and application, program delivery and evaluation.
3. Demonstrated experience in program delivery, with demonstrated planning and organisational skills.
4. Demonstrated understanding of, and exposure to, recruitment and or workforce retention processes and practices

5. Ability to work independently, show initiative and work productively as part of a team.
6. Highly developed interpersonal and verbal communication skills.
7. Experience working with people from different cultural and linguistic backgrounds.
8. Well-developed written communication skills, including experience with report writing and development of program assessment and evaluation tools.
9. Willingness to contribute to a positive workplace culture.

Desirable

1. Knowledge of rural and remote Western Australia.
2. Understanding of the health industry

SECTION 7: APPOINTMENT FACTORS

- Some additional after hours and occasional weekend work will be required
- Travel may be a requirement of this role

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 Workforce Solutions

Signature: _____ Date: _____
General Manager Workforce

Signature: _____ Date: _____
Chief Executive Officer