

Position Description



Date: 12 August 2026

SECTION 1: POSITION IDENTIFICATION

Position Title: Office Coordinator

Classification level: 4

SECTION 2: POSITION RELATIONSHIPS

Position responsible to: Business Operations Manager

Positions with direct responsibility to this position: Administrative Assistant (Reception)

SECTION 3: KEY RESPONSIBILITIES

As a member of the Business and Financial Services Team, contribute to the aims and objectives of Rural Health West to ensure the provision of quality in-house business practices and services.

Reporting through the Business Operations Manager, the Office Coordinator will coordinate office procedures, policies and administration to ensure effective and efficient business operation and continuity.

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

SECTION 4: LEVEL OF RESPONSIBILITY

The applicant will work as a member of the Business and Financial Services Team, reporting to the Business Operations Manager.

SECTION 5: STATEMENT OF DUTIES

Office Coordination

- Responsibility for the administration of quality records management, including archive and disposal management.
- Supervise the workload of the Administrative Assistant (Reception) to ensure positive outcomes and workflow, including relief and back up to reception duties as required for leave and other ad-hoc coverage.
- In liaison with the Manager, Human Resources, coordinate Occupational Health and Safety requirements of Rural Health West, including managing emergency evacuation. Fire Warden Management and First Aid Management, including ensuring the required number and coordinating the training.
- Oversee the management of other administrative tasks performed by the Administrative Assistants such as uniform management, catering, room bookings, parking
- Other Administrative tasks as required from time to time, including supporting Committees, such as the RAP, Mental Health and Wellbeing and BOLD Committee.
- Oversight of the office refurbishment including liaising with the Property Manager.

- Administer office space including planning improvements.
- Take a responsible role in the establishment, maintenance and improvement of office systems (including but not limited to telephone and video conferencing facilities) and policies and procedures to ensure efficient operation.
- As directed, update information in SharePoint administration in order to facilitate and promote staff use of the system. Such as updating Organizational Charts, updating information on departmental SharePoint intranet pages.
- Coordinate property management issues with the property managing agent and other third parties.
- Be responsible for maintaining and reviewing all office related service agreements, reporting to the Business Operations Manager, including, but not limited to, IT managed services, cleaning, security and office equipment.
- Be responsible for maintaining the Contracts Management System and Compliance Management System records including reporting requirements and timing of lodgments.
- Other duties and contributions to projects as required.

Human Resources

Support the human resources functions of Rural Health West as directed by the Manager, Human Resources, including:

- Provide administrative support with the recruitment processes, , records management and other HR processes as required.
- Provide administrative support to monitor and manage occupational health and safety processes and procedures for Rural Health West.
- Support new employee orientation and induction processes and procedures.
- Provide support for administration of policies and procedures at Rural Health West (including review dates and version control).
- A commitment to the values of Rural Health West

SECTION 6: SELECTION CRITERIA

Essential

- Relevant qualifications or demonstrated equivalent competency
- Substantial experience in office administration, including development and implementation of policies and procedures and quality systems
- Substantial experience in administering and improving records management systems
- Understanding of contemporary OSH and human resources practices
- Demonstrated high level of interpersonal and negotiation skills
- Excellent written and verbal communication skills
- Excellent organisational skills and the ability to set priorities and meet deadlines
- Demonstrated ability to work both independently and cooperatively in a team
- Proficiency in a range of computing skills including word processing, spreadsheets, databases, email and internet

Desirable

- Demonstrated ability to oversee a small team of administrative staff
- Knowledge of, or experience working in a not for profit business environment

SECTION 7: APPOINTMENT FACTORS

The normal working week will be 30 hours. (0.8 FTE) This is an office based 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: _____
Chief Executive Officer

Date: _____