# POSITION DESCRIPTION

**Position: Program Coordinator – Outreach and Regional Services**

**Area: Strategy and Stakeholder Engagement**

**Reports To: Team Leader – Victorian Rural Outreach Services**

**Direct Reports: N/A**

**Level: 4**

### **RURAL WORKFORCE AGENCY, VICTORIA LIMITED (RWAV)**

RWAV creates sustainable health workforce models that support Victoria’s rural, regional and Aboriginal communities. We draw on trusted relationships, smart data and best practice to establish models that are capable, connected and tailored to the communities they serve.

### **OUR MISSION**

Develop and deliver solutions to enhance rural, regional and Aboriginal communities’ access to health workforce

### **OUR VALUES**

It is integral for all of our employees to share in our values of **respect**, **trust**, **accountability**, **collaboration** and **innovation**.

**YOUR ROLE**

The primary function of your role as Program Coordinator – Outreach and Regional Services is to implement, coordinate and maintain the service delivery of Victorian Outreach Services including, Visiting Optometry Scheme, Indigenous Eye and Ear Health, and Rural Health Outreach Fund, in rural, regional and Aboriginal and Torres Strait Islander communities across Victoria.

**PRIMARY RESPONSIBILITIES**

1. Provide expert and timely advice to the manager on the coordination of outreach services in rural Victoria in accordance to the program guidelines, service delivery standards and contractual requirements.
2. Work with regional stakeholders to identify and prioritise local health needs and plan appropriate services that align with need and health priorities.
3. Coordinate all aspects of project delivery for RHOF, Pain Management and VOS, IEHC including the development of briefing papers, submissions, bi-annual reporting, activity work plans, events, meetings, evaluations and stakeholder correspondence.
4. Provide support to Medical Outreach Indigenous Chronic Disease Fund, Healthy Ears, Better Hearing, Better Listening Program, Eye and Ear Surgical Support Services RHOF, VOS and IEHC programs as required.
5. Provide guidance to the compliance officer and administrator to ensure all contract matters related to RHOF, Pain Management and VOS are undertaken in accordance with agreed procedures, protocols and time-frames
6. Initiate and maintain effective engagement with internal and external stakeholders to support the effective delivery of relevant learning and development opportunities.
7. Design and implement new strategies to enhance the effective delivery of the RHOF, Pain Management and VOS, IEHC in rural Victoria.
8. Other duties as directed by manager in accordance with the priorities of RWAV or the activity work plans for funded programs and consistent with the skills required for the role.

The roles and responsibilities will be reviewed periodically to ensure alignment with RWAV strategic priorities and contractual requirements.

**SELECTION CRITERIA- SKILLS, QUALIFICATIONS AND EXPERIENCE**

**Essential**

1. Health related tertiary qualifications and/or demonstrated extensive relevant experience with project / program planning, development, implementation and evaluation.
2. Sound knowledge and understanding of the specific health, cultural and social issues facing Aboriginal and Torres Strait Islander people
3. Sound understanding of the issues relating to holistic client care and the importance of integrated networks between Aboriginal Community Controlled Health Organisations, mainstream GPs, primary and secondary care.
4. Demonstrated sound understanding and skills in the implementation and monitoring of contractual requirements, the preparation of reports and related budget monitoring.
5. Strong stakeholder engagement skills with demonstrated high level experience in stakeholder liaison, collaboration and negotiation and building positive relationships.
6. Demonstrated high level organisational skills and the ability to manage time and prioritise effectively and efficiently with a high degree of professional autonomy, exercise initiative.
7. Demonstrated customer service and client management experience.
8. Strong written, verbal communication and interpersonal skills at all levels including internal and external stakeholders, health professionals, community members and patients.
9. High level computing skills with demonstrated knowledge and proficiency in using Microsoft Office.
10. Ability to use databases including the input, collection, analysis and interpretation of data for evaluation and reporting purposes.
11. Hold a current driver’s license with the ability to travel to regional and rural Victoria on a regular basis.

**Desirable**

1. Experience working with Aboriginal and Torres Strait Islander Community Controlled Health Organisations in a culturally safe manner.
2. Experience working in Rural Health
3. Strong understanding of the social determinants of health and their impact on rural, regional and Aboriginal and Torres Strait Islander communities.

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| **Reviewed:** | **June 2020** |
| **Conducted by:** | **Manager People and Culture**  |
| **Approved by:** | **General Manager, Strategy & Stakeholder Engagement** |
| **Next Review:** | **June 2021** |

As occupant of the position I have noted the role and primary responsibilities as detailed in this document.

Employees Signature: --------------------------------------------------------

Manager’s Signature: --------------------------------------------------------

Date: --------------------------------------------------------