



Royal Flying Doctor Service
VICTORIA

POSITION DESCRIPTION			
Position Title	Program Coordinator, GP and Allied Health Services		
Location	Richmond		
Reports to	Senior Health Services Manager	FTE	1.0
	INCUMBENT	SUPERVISOR	HR
SIGNED			
DATE			
Position Purpose:	<p>The Program Coordinator, GP and Allied Health Services, is responsible for managing the delivery of various rural health care programs which are key to RFDS Victoria's vision to bring health care services to those who are otherwise unable to access them.</p> <p>The Program Coordinator takes a detailed, hands-on approach to program establishment, operational coordination, service planning, health practitioner liaison, stakeholder relationship management and budget management to ensure effective and timely delivery of our various primary health care services. They are responsible for establishing and maintaining collaborative, productive working relationships with all stakeholders, and ensuring excellence and innovation in program delivery to the communities who need them.</p> <p>The Senior Health Services Manager will direct which programs the Program Coordinator will be responsible for and this is determined by a range of factors that may include workload and area of expertise.</p>		
Position Tasks and Responsibilities	<p>All aspects of program coordination and service operations including: Maintain relationships with key internal and external stakeholders</p> <p>Assist in the development, implementation, delivery and evaluation of programs as per the model of delivery for each specific program</p> <p>Evaluate the effectiveness of the programs and provide reports on a regular basis, including progress against agreed parameters and desired outcomes.</p>		

<p>Leadership</p> <p>Marketing</p> <p>Research & Reporting</p>	<p>Develop and manage procedures and protocols in relation to the specific programs and primary health in general</p> <p>Manage consumer and stakeholder feedback</p> <p>Assist with the identification and implementation of any newly identified primary health care programs or initiatives</p> <p>Facilitate patient flow and appointments (where relevant) for programs</p> <p>Work with partners to deliver primary health care services</p> <p>Manage the travel, accommodation and other program delivery needs of the relevant health practitioners</p> <p>Assist with promotion of health programs to patients, stakeholders and other relevant parties</p> <p>Manage the activity of health care practitioners</p> <p>Promote and monitor adherence of programs to best practice clinical governance policies and procedures</p> <p>Ensure all health care practitioners involved with the program are provided with professional development and training as required</p> <p>Participate in public health objectives and programs as directed by the Senior Health Services Manager</p> <p>Liaise with marketing staff to develop necessary program promotional and educational materials</p> <p>Prepare written reports and articles, presentations and media releases to position RFDS Victoria as required</p> <p>Attend and contribute to relevant committees and associations, conferences and events as approved by the Senior Health Services Manager</p> <p>Provide data, written analysis and reports in relation to primary health as directed by the General Manager Primary Health Care</p> <p>Contribute to reporting in relation to Primary Health Care programs and objectives</p>
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Workplace Involvement	<p>Participate in quality and occupational health and safety initiatives and activities as directed</p> <p>Actively promote a positive public image of RFDS Victoria among our volunteers, health care practitioners, collaborators and in external media and public events as required.</p> <p>Work collaboratively with colleagues to contribute to collegiate workplace culture</p> <p>Actively engage with colleagues and participate in workplace activities as appropriate</p> <p>Demonstrate the organisation’s agreed values through actions</p>								
Working Relationships:	<table border="0" style="width: 100%;"> <tr> <td style="text-align: center;">Internal</td> <td style="text-align: center;">Purpose</td> </tr> <tr> <td> Health Services Managers General Manager Primary Health Care Executive Leadership Team Other RFDS Victoria staff Staff of other RFDS Sections Care personnel & practitioners </td> <td></td> </tr> <tr> <td style="text-align: center;">External</td> <td style="text-align: center;">Purpose</td> </tr> <tr> <td> Health care providers Host services Other various stakeholders Clients/patients </td> <td></td> </tr> </table>	Internal	Purpose	Health Services Managers General Manager Primary Health Care Executive Leadership Team Other RFDS Victoria staff Staff of other RFDS Sections Care personnel & practitioners		External	Purpose	Health care providers Host services Other various stakeholders Clients/patients	
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Scope:	1. N/A								
Qualifications and Experience:	1. A tertiary qualification in a health discipline 2. A qualification or experience in the coordination of health programs								

	<ol style="list-style-type: none"> 3. Experience in building relationships with a wide variety of health care sector stakeholders 4. Proven experience in successfully managing multiple complex health care programs or projects to ensure agreed deliverables are achieved 5. Experience managing deadlines, resources and budgets 6. Proven professionalism with high level problem solving skills and excellent judgement 7. Excellent computer skills and experienced using Microsoft Office
Skills, knowledge, mandatory requirements and competencies	<ol style="list-style-type: none"> 1. Strong sense of accountability and ability to manage expectations of all stakeholders 2. Strong communication and interpersonal skills 3. Strong project coordination, planning, monitoring and reporting skills 4. Strong initiative and drive 5. Well-developed analytical and problem solving skills 6. Current drivers licence and Working With Children's Check
Workplace Health and Safety	<ul style="list-style-type: none"> • Take reasonable care for own health and safety • Take reasonable care for the health and safety of others including the implementation of risk control measure within their control to prevent injuries or illnesses • Comply with all reasonable instruction to safeguard their health and safety • Cooperate with any reasonable RFDS policies and/or procedures including the reporting of OH&S hazards or incidents
Code of Conduct and Organisational Values	<p>All Royal Flying Doctor Service of Victoria employees are mutually responsible for the success of the organisation.</p> <p>The organisation is committed to creating an environment in which all employees can realise their full potential. In return all RFDS Victoria employees are expected to make contributions that positively impact our customers, our patients, our communities, our business and each other.</p> <p>This includes:</p> <ul style="list-style-type: none"> • conduct to the highest degree of ethics and integrity • creative thinking and openness to new challenges • appreciating diversity in the workplace and treating everyone with courtesy and respect • effective communication, which is open and honest • modelling best practice and leadership • Our organisational values are detailed in the 'Vision 2020'

	Document and our Induction Handbook.
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