

## POSITION DESCRIPTION

<b>POSITION:</b>	Program Coordinator- Outreach and Regional Services
<b>AREA:</b>	Service Delivery
<b>REPORTS TO:</b>	Manager Outreach and Regional Services
<b>DIRECT REPORTS:</b>	N/A
<b>CLASSIFICATION:</b>	Level 4, Ongoing

### RURAL WORKFORCE AGENCY VICTORIA LIMITED (RWAV)

Rural Workforce Agency Victoria (RWAV) is a not-for-profit government funded organisation improving health care access for rural, regional and Aboriginal communities in Victoria.

We work primarily with general practice, community health centres, bush nursing services and Aboriginal Community Controlled Health Organisations in rural Victoria.

We provide activities and support to improve the recruitment, retention and quality of health professionals to rural and regional Victoria. We create sustainable health workforce models that support Victoria's rural, regional and Aboriginal communities.

### OUR MISSION

To apply contemporary workforce development strategies that advance rural, regional and Aboriginal Victorians' access to high-quality health care.

### OUR VALUES

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

### YOUR ROLE

The primary function of your role as the Program Coordinator – Outreach and Regional Services is to implement, coordinate and maintain the service delivery of Victorian Outreach Services including, Visiting Optometry Scheme (VOS), and Rural Health Outreach Fund (RHOF), in rural and regional communities across Victoria.

This includes the development of briefing papers, submissions, bi-annual reporting, activity work plans, stakeholder correspondence and coordination of events, meetings and support in needs assessment and evaluation. You will be providing support to Medical Outreach Indigenous Chronic Disease Program (MOICDP), Healthy Ears, Better Hearing, Better Listening (HEBHBL), Eye and Ear Surgical Support (EESS), Coordination of Indigenous Eye Health, Ear Health Coordination programs and other projects as required.

### KEY RESPONSIBILITIES

1. Work collaboratively with the key stakeholders, including health professionals, specialists, Aboriginal Health Workers, Regional Hospitals and Health Services, Aboriginal Community Controlled Health Organisation (ACCOs) and The Victorian Aboriginal Community Controlled Health Organisation (VACCHO) to prioritise local health needs and plan appropriate services that align with need and health priorities.
2. Design and implement new strategies to enhance communication and support to service providers and Aboriginal Community Controlled Organisations.

3. Update the RWAV Leadership Team and the Department of Health's Community Grants Hub regarding the progress of the outreach programs via monthly meetings and performance reports.
4. Streamline processes and increase access to support for service providers, including providing information sessions, conducting meetings with service providers, providing orientation support for new outreach providers to build trust between service providers and the community.
5. Assist with the monitoring and collection of data for the purposes of preparing contractual reporting, board reports, external presentations with agreed procedures, protocols and time-frames ensuring 100% of all external enquires and correspondence are saved in RWAV CRM (JobAdder/ Chilli and MARS).
6. Other duties as directed by the GM Service Delivery 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**

- Possession of a relevant tertiary qualification and/or relevant experience in recruitment, procurement, health promotion, public health or project / program planning and management.
- Sound knowledge and understanding of the specific health, cultural and social issues facing Aboriginal and Torres Strait Islander people.
- Sound understanding of the issues relating to holistic client care and the importance of integrated networks between ACCOs, GPs, primary and secondary care.
- Demonstrated understanding and skills in the implementation and monitoring of contractual requirements, the preparation of reports and related budget monitoring.
- Excellent interpersonal and communication skills (written and in writing), and strong stakeholder engagement skills with demonstrated high level experience in stakeholder liaison, collaboration and negotiation and building positive relationships.
- Ability to use databases including the input, collection, analysis and interpretation of data for evaluation and reporting purposes.
- Exceptional organisational and time management skills including the ability to manage high volume work and tight deadlines.
- High level computing skills including a sound knowledge and experience using a CRM and Microsoft office suite.
- Ability to work independently, show initiative and work productively as part of a team.
- Willingness to contribute to a positive workplace culture.
- Current driver's license and capacity to travel to rural and regional areas for business purposes where required.

### **Desirable**

1. Experience working with Aboriginal and Torres Strait Islander Community Controlled Health Organisations in a culturally safe manner.
2. Sound knowledge of Federal and State initiatives including 'Closing the Gap' and Koolin Balit.
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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<b>REVIEWED:</b>	May 2024
<b>CONDUCTED BY:</b>	Manager – Outreach and Regional Services
<b>APPROVED BY:</b>	General Manager Service Delivery
<b>NEXT REVIEW:</b>	May 2025

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

Employees Signature: -----

Manager's Signature: -----

Date: -----