

# Recruitment Package



## Regional Services Program Coordinator

Full Time five days per week (1.0 FTE)

Two year Fixed Term Contract

Subject to three month probationary period

Salary \$71,589.00 (plus superannuation and salary packaging)

This Recruitment Package contains:

Part 1 – Information about the organisation and the position

Part 2 – Job application guidelines

Part 3 – Position Description (including selection criteria)

## PART 1 – The organisation

Rural Health West is a not-for-profit, membership-based organisation. It is a company limited by guarantee, funded by the State and Commonwealth governments to support communities in rural and remote Western Australia through the recruitment and retention of a high quality, sustainable health workforce and the provision of direct community services.

Rural Health West is an equal opportunity employer committed to providing a working environment that embraces and values diversity and inclusion. We encourage people from different backgrounds to apply, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds and people with disabilities.

Further information is available at [www.ruralhealthwest.com.au](http://www.ruralhealthwest.com.au).

### The position

The role of the Regional Services Program Coordinator is to provide direction, management and oversight when developing and maintaining Rural Health West's contract management relationship with service providers across WA. The occupant manages contractual relationships with a focus on sustainability, governance and compliance. They have a strong communication, information-sharing and advisory role with service providers, and are integral to ensuring the provision of well-governed and consumer-focused outreach services to rural and remote WA.

## Advertisement as found on SEEK.com.au

### Regional Services Program Coordinator

Rural Health West aims to improve access to quality healthcare for rural communities through the provision of a highly skilled, motivated and sustainable medical and allied health workforce. We are a not-for-profit organisation primarily funded through the Australian Government Department of Health and WA Country Health Service.

- Full time – five days per week
- Two year fixed term contract
- Central location in Nedlands, Western Australia
- Excellent remuneration - \$71,589.00 plus superannuation
- Tax free salary packaging up to \$15,899 per annum

We are looking for someone who can:

- work productively and as part of a team.
- demonstrate well-developed organisational, problem solving, research and analytical skills, and is able to set priorities and meet deadlines.
- demonstrate an understanding of rural and remote healthcare service issues in WA.
- foster a culture of strong engagement aligning with the values of Rural Health West.

To be considered for interview, applicants **must address the selection criteria** included in the Recruitment Package which is available at [www.ruralhealthwest.com.au/employment](http://www.ruralhealthwest.com.au/employment).

### For further information:

Email [hr@ruralhealthwest.com.au](mailto:hr@ruralhealthwest.com.au) or telephone Human Resources on 08 6389 4500.

**APPLICATION CLOSING DATE IS 12 DECEMBER 2018**

## **PART 2 – Job application guidelines**

Thank you for your interest in applying for a position at Rural Health West. It is important that your application complies with the guidelines below. Your application must be received by 5.00pm on the closing date. Late applications cannot be accepted.

Please note that the successful applicant will be required to provide a copy of their National Police Clearance Certificate which is less than six months old.

### **What to include in the written application:**

- A covering letter containing:
  - your address
  - the title of the position for which you are applying
  - a paragraph or two briefly highlighting the main skills or abilities you can bring to the position
  - details of how and when you can be contacted if required to attend an interview.
- Your résumé (curriculum vitae) providing your personal details, qualifications and work history.
- A document addressing each point of the selection criteria (found in the Position Description) with valid experience.
- Photocopies (not originals) of your major qualifications.
- Evidence of your eligibility to work in Australia if you are not an Australian or New Zealand citizen or a permanent resident.

### **What happens after the closing date:**

The selection committee will consider all complete applications. The selection process is usually completed within four weeks of the closing date. You will be contacted again if you are required for interview.

### **How to prepare for the interview:**

The interview questions will be job related and based on the selection criteria to enable you to provide examples of work situations where you applied the required knowledge, skills and abilities. You may also bring along any reports or examples of your work that you consider relevant for presentation at the interview.

### **Who to contact for more information:**

Human Resources at Rural Health West.

Telephone: 08 6389 4500

Email: [hr@ruralhealthwest.com.au](mailto:hr@ruralhealthwest.com.au)

## **PART 3 – JOB DESCRIPTION**

### **Key Responsibilities**

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

As a member of the Regional Services team, contribute to the aims and objectives of Rural Health West to ensure the provision of well-governed and consumer-focused outreach services.

The role of the Regional Services Program Coordinator is to provide direction, management and oversight when developing and maintaining Rural Health West's contract management relationship with service providers across WA.

#### **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.

### **Position Relationships**

The applicant will work as the Regional Services Program Coordinator as a member of the Regional Services Team and will be responsible to the Regional Services Team Leader. The Regional Services Team includes the Team Leader, Program Coordinators and Regional Advisors, and is responsible to the General Manager Regional Services.

## Statement of Duties

### Contract Management

- Manages the contractual relationships between service providers and Rural Health West with particular attention to sustainability, governance and compliance.
- Oversees and monitors the implementation of contracts for the delivery of services to communities, with particular attention to monitoring of performance and outcomes.
- Participates in and contributes to the identification, selection and induction of service providers.
- Works with the Team Leader to build and maintain good visibility of each service provider's financial stability and operations.
- Maintains records in accordance with Rural Health West/Department of Health/Commonwealth Government requirements.
- Participates in the ongoing development, maintenance, implementation and quality improvement of procedures and documentation.

### Stakeholder Support

- Undertakes a strong communication, information-sharing and advisory role with the service providers, including information regarding both technical requirements and broader strategic directions.
- Analyses funding plans, proposals and submissions and provides recommendations.
- Works in partnership with service providers for the development and maintenance of evidence-based best practice to achieve positive outcomes for communities across WA.
- Monitors and identifies service improvements with the service providers.
- Contributes to the development and implementation of marketing and communication strategies.
- Prepares high quality correspondence as required.

### Liaison

- Supports the development of strong statewide and sector networks through ongoing information provision and identification of opportunities for collaboration.
- Works alongside the Regional Advisor to develop opportunities, write business cases and attend meetings.
- Undertakes representational roles as required on behalf of Rural Health West.
- Maintains professional networks and understanding of Rural Health West wide responsibilities and roles.

### Development

- Has a whole of organisation understanding to promote and provide information on Rural Health West when interacting with current and potential stakeholders.
- Develops and applies knowledge of contemporary contract management practices.
- Builds and maintains knowledge of the sector and, in particular, the specific service providers for which contracts are managed.
- Actively participates in professional development activities, both formal and informal.

### General

- Provide a professional image at all times.
- Other duties as required.

## SELECTION CRITERIA

### Essential

- Relevant tertiary qualifications or demonstrated equivalent competence
- Considerable program management experience including planning, implementation, evaluation, and contract management
- Well-developed written and verbal communication skills, including negotiation and interpersonal skills
- Work productively as part of a team and demonstrate initiative
- Well-developed organisational skills and ability to set priorities and meet deadlines
- Well-developed problem solving, research and analytical skills
- Well-developed computing skills including word processing, spreadsheets, databases, internet and email
- Willingness to contribute to a positive workplace culture
- Ability to travel by air, including overnight stays

### Desirable

- Understanding of rural and remote healthcare service issues in Western Australia
- Understanding of healthcare systems and, clinical care structures and processes

## APPOINTMENT FACTORS

The normal working week will be 37.5 hours, but some additional after hours and occasional travel, including overnight stays, will be required.