

## Role Description

<b>Role Title:</b>	Program Coordinator
<b>Division/Hospital:</b>	Mater Education
<b>Department/Unit:</b>	Commercial
<b>Date Created/Reviewed:</b>	29/08/2024
<b>Reports To:</b>	Manager Programs and Partnerships
<b>Level of Accountability:</b>	Team Member
<b>Availability:</b>	Full Time – Fixed Term Maternity Leave Cover

### Role Purpose

This role requires the incumbent to support education courses, and oversee various programs and projects. This will include collaborating with program stakeholders (internal or external) to ensure effective communication, coordination, and alignment of program objectives and priorities and supporting Mater Education Educators and Faculty in their delivery of programs in addition to assisting in operational requirements.

### Behavioural Standards

This role requires the incumbent to adhere to the Mater behavioural standards including the Mater Mission, Values, Code of Conduct, Mater Credo as well as any other relevant professional and behavioural standards, translating these into everyday behaviour and actions, and holding self and others to account for these standards.

### Role Level Accountabilities

This role is responsible for fulfilling the following accountabilities:

#### Self-Accountabilities: For all Mater people

My Behaviour	<ul style="list-style-type: none"> <li>I role-model the values in the way I behave towards others and adhere to organisational behavioural standards at all time</li> <li>I translate mission into practice in my behaviour and actions</li> </ul>
My Role	<ul style="list-style-type: none"> <li>I am accountable for ensuring that:</li> <li>I am clear on the tasks and accountabilities that are associated with my role</li> <li>I fulfil any mandatory/professional competency requirements</li> <li>I contribute to, and sign off on, my performance objectives and development plan</li> <li>I request regular feedback from my manager in order to meet target performance expectations throughout the year</li> <li>I carry out my development plan</li> <li>I make an active contribution in my role as a team member</li> </ul>
Safety and Quality	<ul style="list-style-type: none"> <li>I am accountable for:</li> <li>contributing to safe and quality patient/student care and employee safety on every occasion by adhering to the relevant legislation, standards, policies and procedures</li> <li>contributing my part to 'zero harm' for staff, and 'zero preventable harm' for patients</li> </ul>
Client Experience	<ul style="list-style-type: none"> <li>I am accountable for:</li> <li>contributing to the positive experience of student, patients and visitors to MHS in everything that I do</li> <li>providing information to students, patients, carers and consumers that is evidence based, useful and meaningful to them</li> </ul>

Continuous Improvement	<ul style="list-style-type: none"> <li>I am accountable for recognising inefficiencies in my role and raising them with my Manager</li> </ul>
Reputation	<ul style="list-style-type: none"> <li>I am accountable for representing MHS and being a champion of all that is great about working at Mater</li> </ul>

**In this role you will:**

- Fulfil the responsibilities of this role in accordance with the Mater Values and in alignment with the Mater Education and Mater Group Strategy
- Contribute to the fostering of a positive, proactive team environment that supports the objectives of Mater Education as it aligns to the 'Exceptional – Every Time' strategy.
- Work autonomously and exercise judgement to establish work priorities and meet deadlines
- Maintain effective working relationships within Mater Education and the broader Mater Group, demonstrating confidentiality, while acting in a professional manner when dealing with internal and external stakeholders
- Provide collaborative support for Mater Education Programs, including events, workshops, online education and associated activities by:
  - Liaising with stakeholders both internally and externally
  - Coordinating, preparing and disseminating relevant program resources and communication, including PPTs, workbooks, promotional material and operational documents.
  - Manage the delivery of a program portfolio/s in partnership with facilitators/educators, coordinators, content creators, and collaborating teams.
  - Monitor and maintain program expenditures, maintain records pertaining to program activities,
  - Schedule program work, oversee daily operations, coordinate the activities of the program and set priorities for managing the program.
  - Provide ongoing reporting and analysis of program performance to inform decision-making and drive continuous improvement.
  - Monitor, collate and analyse program evaluation data, identify and communicate areas for improvement and develop delivery and evaluation reports for external clients.
  - Coordinate projects, develop project plans and collaborate with internal and external stakeholders to achieve project outcomes in a timely manner.
  - Ensure compliance with organisational policies, procedures, and regulatory requirements.
  - Foster a culture of collaboration, teamwork, and continuous improvement within the program team.
  - Providing advice on the scheduling of the sessions including organisation of supplies required by the educators, facilities, venues and catering.
  - Oversee program registrations and student management in the Learning Management System (LMS) like Axcelerate to maintain accurate student records and generate data reports
  - Records management compliance through effective use of filing systems and processes
  - Organise distribution of key marketing materials
- Provide administrative support to the broader Mater Education team as required, but not limited to:
  - Lodgement of maintenance requests and undertaking necessary follow up actions
  - Purchasing and inventory control of stationery, education materials and ad hoc materials to support Mater Education courses
  - Assist with and troubleshoot Mater Education's AV and IT equipment
  - Appropriate records management of data

The duties listed above are indicative duties and not intended to be comprehensive. They may vary from time to time based upon Program activities, new client engagements and development of contracts. You may be required to perform a range of tasks that are outside your main list of duties, however would remain within the limits of your skill, competency and training, or are incidental and peripheral to your main duties.

## Qualifications

- Previous experience providing coordination and support within a health care team and/or education program environment.
- A relevant qualification in business and/or health administration or project management would be highly regarded

## Technical Competencies

- Minimum of five years of demonstrated experience in a program management, or related role within a corporate, health or education environment
- Proven effective oral and written communication skills, and a demonstrated ability to present concise correspondence on issues of a complex nature
- Demonstrated ability to work autonomously and coordinate multiple tasks within agreed priorities, timeframes and accountabilities
- Understand and expert user of (or demonstrated ability to rapidly acquire knowledge) key Mater Health and general office administrative systems (eg Axcelerate, SharePoint, Microsoft Office)
- High level organisational skills and demonstrated behavioural capabilities to build and develop effective stakeholder relationships within a values based organisation.
- Ability to effectively manage and apply key conflict resolution skills
- Demonstrated ability to plan, coordinate and prioritise tasks to effectively deliver to deadlines and achieve Program outcomes
- Broad knowledge and understanding (and/or the demonstrated ability to rapidly acquire knowledge) of the health/education sector
- Maintain a safe working environment complying with Workplace Health and Safety policies.

## Capabilities

Mater's Core Capabilities	Elements	Required proficiency for Role				
		Foundation (Team Member)	Proficient (Team Leader)	Skilled (Manager)	Expert (Director)	Mastery (Executive)
<b>Building high-performance interprofessional teams:</b> Builds high performance interprofessional teams by developing talent and building trust	Vision and direction Implementation of strategy Interprofessional practice and education Team leadership Team development Identifying and nurturing talent Building trust	✓				

<p><b>Accountability:</b> Role models respectful accountability, effectively holds self and others to account through constructive feedback and dialogue</p>	<p>Holding to account Feedback and dialogue Drive for results</p>	<p>✓</p>				
<p><b>Learning Agility:</b> Is comfortable with complexity and ambiguity, rapidly learns and applies new skills and is successful in first time challenging situations</p>		<p>✓</p>				
<p><b>Enacting behavioural change:</b> Skilled at enacting sustainable behavioural change in people (through workflows, habits and clinical practice) to achieve improvements</p>		<p>✓</p>				

**Proficiency descriptors**

- **Foundation:** demonstrates application of capabilities for performing core requirements of the role **and**
- **Proficient:** demonstrates application of capabilities to others in team **and**
- **Skilled:** developed capability in others in a proactive and structured manner **and**
- **Expert:** mobilises collective capability across teams **and**
- **Mastery:** is a role model within and outside the organisation and expertise as a leader in field is sought out