

Job Description Form	Family and Wellbeing Program Coordinator
Work Group:	Workforce and Sector Development
Work Unit:	Health Programs
Reports To:	Executive Manager - Workforce and Sector Development
Direct Reports:	Nil
Award / Agreement:	<i>Educational Services (Post-Secondary Education) Award 2020</i>
Classification:	Teachers & Tutors/Instructors – Category D
Approved by CEO:	30 June 2020 (Des Martin)

VISION STATEMENT

Aboriginal people in Western Australia enjoy the same level of health and wellbeing as all Western Australians.

MISSION STATEMENT

As the leading authority for Aboriginal health in Western Australia, we strive to strengthen and promote the Aboriginal Community Controlled Health Services' model of care, empowering Aboriginal people to achieve health equality in their communities.

ORGANISATIONAL VALUES

The organisation operates on the foundational pillars of Aboriginal leadership, self-determination and cultural diversity that underpin and shape the way the organisation conducts its business.

These values are designed to guide and promote a strong, high performing organisational culture that is responsive to the state-wide needs of our Members and assist us in delivering our vision.

Culture | Resilience | Accountability | Collaboration | Passion | Integrity

POSITION PURPOSE

The Family and Wellbeing Program Coordinator is accountable to the Executive Manager Workforce and Sector Development and is responsible for planning, preparing, promoting and delivering the accredited Certificate II in Family Wellbeing training program as part of the Mental Health Commission contract. The program is intended to build the capacity of Aboriginal Community Controlled Health Services and their communities in Western Australia

to address issues that impact on a client's social and emotional well-being. The position is also required to provide ongoing support for Aboriginal Community Controlled Health Service staff to deliver the training within their communities.

The occupant of this position will be expected to comply with and demonstrate a positive commitment to the highest level of achievement in Equal Employment Opportunity, Work Health & Safety, Code of Conduct, Quality Improvement, Performance Management, Client Focus and Confidentiality throughout the course of their duties.

KEY CLIENT AND STAKEHOLDER RELATIONSHIPS

EXTERNAL

- Given the range of tasks, this position has contact with most Aboriginal Community Controlled Health Services.
- Liaises with a variety of government agencies, stakeholder representative groups and community groups.
- Liaises with key external stakeholders and partners including the Mental Health Commission to ensure a collaborative approach to course delivery targeted at Aboriginal people in line with funded contract deliverables.

INTERNAL

- Maintains close working relationships with other officers, team members and employees of the Aboriginal Health Council of Western Australia.

RESPONSIBILITIES OF THIS POSITION

KEY RESULT AREA	POSITION RESPONSIBILITIES
PLANNING, PREPARING, PROMOTING & DELIVERING TRAINING	<ul style="list-style-type: none"> – Coordinate the activities and reporting and provide support to the Family and Wellbeing Officer in the provision of key program deliverables. – Develop, review and maintain all Certificate II in Family Wellbeing course materials and resources, ensuring they are up to date and appropriate for the target audience. – Develop marketing materials and promote the Certificate II in Family Wellbeing to the AHCWA Member Services and other associated local Aboriginal organisations. – Develop partnerships and engage with key stakeholders to promote the delivery of the program throughout the state. – Coordinate and deliver the Certificate II in Family Wellbeing training program in partnership with the Family and Wellbeing Trainer.

	<ul style="list-style-type: none"> – Network, build and maintain strong relationships across AHCWA Member Services and with key stakeholders such as through regular meetings and engagement opportunities. – Collect, collate and report data to the Executive Management Team and funding bodies to demonstrate achievement of the program's KPI's, and to assist in the evaluation and continuous quality improvement of the Family and Wellbeing Program in accordance with the funding agreements. – Provide support and mentoring for all participants. – Ensure all student documentation is maintained in accordance with <i>Standards for Registered Training Organisations (RTOs) 2015</i> and organisational policies and procedures. – Identify areas in the program to build on and improve future program delivery through evidence based cases that demonstrates continuous quality improvement. – Provide support and guidance to the Family and Wellbeing Trainer to develop and maintain continuous quality improvement initiatives within the Family Wellbeing program. – Proactively identify solutions to address potential risks and problems. – Monitor and maintain compliance of all <i>Standards for Registered Training Organisations (RTOs) 2015</i> to retain accreditation of the Certificate II in Family Wellbeing. – Ensure responses to any accreditation audits and inquiries are adhered to. – Prepare written reports and other documentation as required and in accordance with the funding agreement and relevant organisational policies and procedures.
QUALITY MANAGEMENT SYSTEM (QMS)	<ul style="list-style-type: none"> – Actively participate in the organisation's QMS (LOGIQC). – Identify and participate in continuous quality improvement activities and apply quality improvement principles to all duties performed.
OTHER	<ul style="list-style-type: none"> – Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives and values. – Support and promote teamwork through open communication, collaboration and contribute to a positive workplace culture.

	<ul style="list-style-type: none"> – Attend and participate in professional development activities including workshops and training as required. – Attend and participate in Employee Development Days. – Participate and comply with all Work Health & Safety responsibilities as per the <i>Occupational Safety and Health Act 1984</i> (WA). – Identify and assist to reduce Work Health & Safety hazards and risks. – Follow the reasonable direction of Work Health & Safety representatives.
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POSITION KEY PERFORMANCE INDICATORS

The below Key Performance Indicators (KPI's) are used to assess, measure, evaluate, manage and reward performance within each key result area of this position.

The below KPI's are to be assessed in line with the organisations performance development framework.

KEY RESULT AREA	KEY PERFORMANCE INDICATORS
DEVELOPMENT AND DELIVERY OF THE CERTIFICATE II IN FAMILY WELLBEING	<ul style="list-style-type: none"> – Effective delivery of the Certificate II in Family Wellbeing training program, meeting participant numbers for each region in accordance with Attachment 1 of the funding agreement. – Updated and contextualized program resources appropriate for the target audience and in compliance with accreditation standards. – Effective ongoing support for member service staff to deliver the training and/or workshops to their local communities.
PROGRAM COORDINATION, REPORTING EVALUATION AND	<ul style="list-style-type: none"> – Timely completion of all contractual obligations including program delivery, funding reports, evaluations and compliance requirements to a high standard. – Engage, build and foster key stakeholder relationships and partnerships that help advance program objectives. – Effective financial management and cost control, ensuring program outputs are met within budget constraints. – Build and sustain a high performing, cohesive and competent team that can actively meet the needs of the program.

	– Provision of timely and high quality written reports and other documentation in preparation for Staff Monthly Reports, Operational Management Team Reports, Board Reports and Funding Reports.
QUALITY MANAGEMENT SYSTEM (QMS)	– Ensure all tasks assigned to this position are completed within a six (6) week period.

COMPETENCY PROFILE FOR THIS POSITION

Competencies are the specific knowledge, skills and attributes needed to successfully undertake the role. The profile is used for recruitment, performance review, planning, and training and development activities.

JOB SPECIFIC COMPETENCIES

QUALIFICATIONS, SKILLS, EXPERIENCE AND KNOWLEDGE

ESSENTIAL:

- Aboriginality is an essential criterion and is provided for in accordance with Section 50(d) of the *Equal Opportunity Act 1984* (WA).
- Possession of a Certificate IV in Training and Assessment (TAE40110), OR willingness and ability to attain on commencement.
- Possession of the Certificate II in Family Wellbeing (10272NAT) OR willingness and ability to attain on commencement.
- Possession of the Certificate II in Family Wellbeing Facilitation Skillset OR willingness and ability to attain on commencement.
- Demonstrated ability to plan, develop and deliver training packages.
- Understanding of the issues including social determinants affecting Aboriginal people's social and emotional well-being.
- Understanding of Adult Learning Principles.
- Highly developed interpersonal skills including the ability to proactively establish and sustain effective stakeholder relationships.
- Strong organisation skills, the capacity to successfully manage competing priorities, maintain attention to detail and meet deadlines.
- Advanced Microsoft Office Package Software skills including Outlook, Word, Excel and Power Point etc.
- Possession of a current Western Australian Working with Children Card.

DESIRABLE:

- Experience working in mental health/ social and emotional wellbeing.
- Demonstrated knowledge of the Australian Qualification Framework (AQTF) and best practice and assessment practices.

PRACTICAL REQUIREMENTS:

- A current Western Australian driver's license and willingness to drive is essential.
- Some work out of normal hours of duty will be required.
- Depending on the nature of the region, some travel on light aircraft may be required.
- Intra and inter-state travel including overnight absences may also be required.

ACKNOWLEDGMENT AND ACCEPTANCE BY APPOINTED EMPLOYEE
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I certify that I have read and understand the responsibilities assigned to this position.

Employee Name:	
Signature:	
Date:	