Name: PDP Coordinator
Position Title: PDP Coordinator
Reports to: PDP Manager
Direct reports: n/a
Key Relationships: PDP Redesign consultants and project team
Clinical Managers and teams
Client Services
Senior Health Management team
Telecare Coordinators
Research and Evaluation team
Royal Far West School
Medical Specialists
Drummond House

About Royal Far West
Royal Far West is a Manly based non-government organisation that provides multidisciplinary health and wellbeing services for children from rural and remote NSW with developmental, behavioural, learning and mental health difficulties.

Royal Far West Vision
Healthy country children

Royal Far West Mission
To improve the health and wellbeing of children and young people who live in rural and remote communities.

Royal Far West Values
Respect: We value diversity and are sensitive in relationship and to differences.
Integrity: We are open, honest and accountable. We do what we say we will do.
Care: We foster an environment that is supportive and without judgement.
Energy: We apply ourselves energetically, are resilient and encourage innovation.
Position Title

Purpose of the Position

The Paediatric Developmental Program (PDP) comprises of a comprehensive multidisciplinary assessment, diagnosis, review and treatment service for children with complex developmental and behavioural issues. This is a specialist service with expertise in supporting complex families, trauma-informed care, and family-centred practice. RFW are currently redesigning this program to increase outcomes for families.

Reporting to the Program Manager, this role will work closely with the clinical teams and Program Manager and redesign project team. The program coordinator will ensure the PDP is running efficiently and smoothly, staff are well-supported, and interactions with our clients are of the highest standard. They will also coordinate the PDP redesign project.

Key responsibilities:

- Supporting the PDP Manager to maximise quality and efficiency in the daily running of the program via:
  - Managing program tracking documentation and reporting on numbers, trends and quality assurance. Coordinate the annual and quarterly planning.
  - Review and create new policies and procedures, tools and templates in consultation with the PDP manager
  - Identifying and coordinating service improvement initiatives
  - Supporting intake with coordination of new referrals and ensuring accurate data entry into main operating systems. Providing support to the intake and administration teams to ensure effective communication with families and referrers.
  - Supporting the PDP Manager to ensure any unallocated appointments or confirmed appointments where there is unplanned leave are addressed (in consultation with relevant managers) and resourced.
  - Providing secretariat support for meetings and on occasion attending meetings on behalf of the PDP Manager.

- Supporting the PDP redesign project through:
  - Recording, collating and regularly communicating project updates processes, procedures and rules (including team updates and organisational newsletters)
  - Acting as a focal point for day to day communication between the redesign project team, clinicians and key stakeholders across the organisation
  - Support communication and reporting to NSW Health
  - Adjust, monitor and update the project plan as the project evolves
o Regular monitoring and reporting of the project and support the analysis of key project data
o Create and coordinate documentation of PDP Redesign Standard Operating Procedures, polices and clinical guidelines
o Work closely with the PDP Redesign Lead consultant, the Redesign Evaluation Consultant and the Research and Evaluation Team to monitor and evaluate pilot activities and make recommendations
o Ensure that all elements of the project are delivered on-time, in scope
o Report and escalate issues to the PDP Redesign Lead consultant and PDP Manager
o Support risk management to minimise project risks

Other activities as required by the PDP Manager

**Essential Criteria**

This position requires strong coordination, communication and problem-solving skills, with the ability to build relationships in a geographically and culturally diverse work environment. You will have a track record proving your exceptional organisational and time management skills.

The essential criteria for this role is:

• Relevant qualifications (project management, undergraduate public health, health promotion, child health or other clinical/health related field)
• Experience working in a health or social care setting in a coordination role or project officer role
• Demonstrated ability in high quality utilisation of Microsoft Office (Word, Excel, PowerPoint)
• Experience in data collection, analysis and reporting
• Efficient and reliable, well organised, attending to detail and completing tasks and the ability to work autonomously where required
• Superior interpersonal, engagement and relationship building skills with a proven ability to build collaborative relationships with a wide range of internal stakeholders
• Experience working in an environment with a strong focus on quality assurance, continuous improvement and customer experience

**Desirable Criteria**

• Demonstrated ability to provide high quality services using Microsoft project
• Demonstrated experience working with multiple technology platforms in a complex, dynamic environment.
• Experience coordinating staff to client needs (appointment booking, scheduling, resources)
• An interest in child development and rural issues

Experience in research and/or evaluation

**Personal Qualities**

• A results orientation, adaptable, flexible and resilient.
• Self-starter, confident in decision making, inclusive.
• Energy, initiative, commitment to teamwork and collaboration, focus on outcomes and respect for others
### KEY RESPONSIBILITIES

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<th>Technical Skills</th>
<th>- Perform other duties that are within the skills, competence and training of the position holder and peripheral to the position.</th>
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|   | Professional Development | - Participate in identifying professional development and training needs and attend professional development activities as required.  
- Attend all mandatory training sessions provided by the organisation and is actively involved in other training and development as required.  
- Evaluate own performance to identify strengths and areas where professional growth can occur. |
|   | WHS | - Report any incidents/hazards within 24 hours via the incident reporting tool on LUCY.  
- In the event of a workplace injury occurring, cooperate fully with the Return to Work Coordinator, Manager and treating medical practitioners and health professionals to facilitate an early return to work and access to an appropriate rehab program.  
- Comply with WHS statutory requirements and local WHS policy, programs and procedures. |
|   | Communication | - Maintain effective communication with all staff and relevant organisations.  
- Adapt communication style and identify strategies to improve communication effectiveness.  
- Ensure management is made aware of any significant issues/incidents in a timely and appropriate manner. |
|   | Risk Management | - Adhere to Royal Far West’s policies and procedures, ensuring that services are provided in accordance with Royal Far West’s policies and procedures.  
- Ensure that all data reporting requirements associated with the position are complied with.  
- Maintain professional standards in accordance with relevant professional body.  
- Maintain a high standard of administrative procedures and professional and ethical practice both individually and as a member of the team.  
- Ensure confidentiality in accordance with professional standards and RFW policy.  
- Understand, adhere to and respect clients rights to confidentiality, privacy and dignity. |
|   | Quality Improvement | - Contribute to the Accreditation process, including identifying, developing, implementing and evaluating quality improvement activities. |
Employee Template

Royal Far West Authorisation

Authorised by: ________________________________________________  
______________  
Health Director

Employee Declaration

I have read this Position Description, I understand the position requirements and position demands and agree that I can fulfil its function to the standards outlined.

I agree to comply with all relevant policies.

I understand that other duties may be directed from time to time and that I may be required to work in any area under the jurisdiction of the Board of Royal Far West.

I also agree to strictly observe the policy on confidentiality of information of staff and client information and other sensitive or confidential information that I may come across in the course of my employment.

I am not aware of any reason, which might interfere with my ability to perform the inherent requirements and demands of this position.

Employee Name: ________________________________________________  

Employee Signature: _________________________________  Date: _________________