

<b>Position title:</b>	Events Coordinator
<b>Dept. / Team:</b>	Consumer Engagement
<b>Reports to:</b>	Consumer Engagement Manager
<b>Position Number:</b>	6823
<b>Classification:</b>	Award
<b>Award or Agreement Name:</b>	Social, Community and Homecare Disability Services Award 2010
<b>Delegation:</b>	Not Applicable

## A. Position purpose

The role of the Events Coordinator is to coordinate the consumer events series by providing expertise for the type 1 and type 2 stream of Diabetes Victoria events. This role forms part of the Consumer Engagement team and is a suitable position for someone with experience and passion to work in health, with commitment to improving the lives of people with diabetes as well as an interest in events, within a not for profit environment. This role predominantly delivers events funded by the National Diabetes Services Scheme (NDSS), and other funding streams as required.

The role requires a person who is able to effectively collaborate with internal and external stakeholders to achieve outcomes. The essential duties and responsibilities of this role include but are not limited to; consumer events delivered both face to face and online, including rural and metropolitan living well events as well as any stand-alone type 1 or type 2 diabetes events. Priority is given to deliver events specific to people from Culturally and Linguistically Diverse backgrounds and Aboriginal and Torres Strait Islander Communities. The role will also support other events such as the Diabetes Expo.

The role is integral in the facilitation and coordination of webinars to Victorian diabetes consumer and community audiences. The position requires a person who is confident working with technology, with a particular focus on webinar and CRM platforms. The Events Coordinator must be reliable, versatile, and able to prioritise tasks and manage competing deadlines, problem solve, use initiative and work as part of a cohesive team, including other events staff.

## B. Business Unit / Departmental Purpose

The Consumer Engagement department provides non-clinical support and information to people in the community affected by type 1 and type 2 diabetes, as well as targeted community programs. A focus of the department includes the development and implementation of information resources and events to raise awareness of the issues faced by people living with type 1 and type 2 diabetes, as well as the Diabetes Camps Victoria Program, (DCV) and the Peer Support Program. The Consumer Engagement team prioritise engaging with consumers in the planning, delivery & evaluation of the programs and resources that are produced.

## C. Key accountabilities

KEY RESULT AREAS (KRAs)	TASKS	KEY PERFORMANCE INDICATORS (KPIs)
The key measurable outputs or deliverables required of the position.	The main activities required to achieve a KRA.	The quantitative/qualitative evidence used to measure how well the KRAs have been achieved.
<b>1. Consumer Event Coordination</b>	<ul style="list-style-type: none"> <li>Plan, coordinate and deliver the rural and metro Living Well events.</li> <li>Plan, coordinate and deliver specific stand-alone type 1 and type 2 diabetes specific events including but not limited to the</li> </ul>	<ul style="list-style-type: none"> <li>All designated events are held on time, events logistics including choice of venues, catering, AV, messaging, accommodation (where required) and other special</li> </ul>

	<p>diabetes and pregnancy information sessions</p> <ul style="list-style-type: none"> <li>• Support the planning and delivery of the biannual Diabetes Expo</li> <li>• Emcee events and webinars as needed</li> <li>• Coordinate community-based event logistics</li> <li>• Attend event working group meetings</li> <li>• Maintaining the database of event attendees using applicable CRM systems</li> <li>• Coordinate culturally relevant Living Well events in conjunction with metropolitan or rural living well events</li> <li>• Work with relevant teams to ensure marketing of events program in metropolitan and rural areas is completed</li> <li>• Respond to event consumer enquiries</li> <li>• Work closely with other event team members to deliver collaborative events and initiatives</li> </ul>	<p>requirements are organised according to the event brief</p> <ul style="list-style-type: none"> <li>• Events are high quality and meet the needs of people with diabetes</li> <li>• Events held in-line with organisational events policies and procedures</li> <li>• Feedback from people with diabetes and colleagues/external stakeholders is positive</li> <li>• All communications to external stakeholders and consumers are accurate, in line with health literacy standards and take into consideration the needs of the culturally diverse audiences.</li> <li>• Events program targets reached annually</li> <li>• Events meet changing COVID safe standards</li> </ul>
<b>2. Webinar coordination</b>	<ul style="list-style-type: none"> <li>• Plan, coordinate, deliver and emcee for webinars on diabetes (including type 1, 2 and gestational diabetes)</li> <li>• Coordinate webinar speakers to ensure message to audience is appropriate and meets NDSS requirements and DV messaging as applicable.</li> <li>• Advise best practice for webinars and technology and continuous improvement of webinars.</li> <li>• Work with relevant teams to coordinate marketing of webinars</li> <li>• Coordinate the pre and live recording and smooth delivery of webinars including speaker liaison, AV set up and managing interaction between attendees and presenters.</li> <li>• Editing of webinar recordings using Adobe Premiere Pro</li> <li>• Respond to webinar enquiries from people with diabetes.</li> </ul>	<ul style="list-style-type: none"> <li>• All designated webinars are held on time, logistics including EDM's messaging and other requirements are organised for the smooth delivery of a quality webinar series.</li> <li>• Complete webinars according to annual targets and reach</li> <li>• Feedback from people with diabetes and colleagues/external stakeholders is positive</li> </ul>
<b>3. Technical support and staff training</b>	<ul style="list-style-type: none"> <li>• Actively engage in, and contribute to the organisation by assisting with specific projects and activities, as requested</li> <li>• Complete website changes (as required) for team as a website champion</li> <li>• Assist support training of staff in use of webinar platform and CRM systems</li> </ul>	<ul style="list-style-type: none"> <li>• Website updated (as required) within 2 weeks of request</li> <li>• Quality training and support provided to staff (as required) for webinar platform and CRM systems</li> </ul>

<b>4. Team Administration</b>	<ul style="list-style-type: none"> <li>Assist with phone, mail and email inquiries</li> <li>Provide word processing support in areas such as generating of letters, posters and fliers, and formatting of documents</li> <li>Provide spreadsheet support, including data analysis</li> <li>Database management, including ensuring data is up-to-date and accurate, utilising databases to assist managers with information provision and report generation as required</li> <li>Digital filing using relevant platforms</li> </ul>	<ul style="list-style-type: none"> <li>Meeting minutes accurately taken (when required) and distributed within a week</li> <li>Letters and other documents prepared in a professional manner within 2 days or by other pre-defined deadlines</li> <li>Feedback from colleagues indicates that administration support provided to the team is adequate</li> </ul>
<b>5. Consumer and Stakeholder Engagement</b>	<ul style="list-style-type: none"> <li>Contribute to organisational wide consumer engagement strategy and resource development</li> <li>Include consumer engagement within planning, implementation and evaluation of events delivery</li> <li>Liaise with internal and external stakeholders to deliver events program</li> <li>Seek training (as needed).</li> </ul>	<ul style="list-style-type: none"> <li>Regularly attend team meetings</li> <li>Promote the work of consumer engagement team at Diabetes Victoria by completing at least 2 presentations (internal or external on Diabetes Victoria engagement and progress.</li> <li>Complete at least 1 training opportunity during the year which is written in training needs analysis.</li> <li>Provide examples of how consumers have been included in planning, implementation and evaluation of event programs.</li> </ul>
<b>6. Evaluation</b>	<ul style="list-style-type: none"> <li>Evaluate events and webinars in accordance with evaluation guidelines</li> <li>Utilise relevant systems for all feedback, comments and suggestions received.</li> <li>Apply continuous improvement principles for all events and services delivered.</li> <li>Provide activity reports for monthly board reports.</li> <li>Complete evaluation reports in collaboration with Evaluation manager</li> </ul>	<ul style="list-style-type: none"> <li>Ensure feedback is placed on relevant systems and items are actioned accordingly.</li> <li>Ensure relevant data is placed on applicable CRM.</li> <li>Submit in writing what has been achieved in the month for board reporting.</li> <li>Complete required evaluation reports annually.</li> <li>Event evaluations completed within 2 weeks of event date</li> </ul>

#### D. Organisational requirements

<b>Policy and Practice</b>	<ul style="list-style-type: none"> <li><b>Compliance</b></li> </ul>	<ul style="list-style-type: none"> <li>Comply with company policies and procedures</li> <li>Attend/complete mandatory compliance training</li> <li>Display duty of care at all times with Workplace Health and Safety</li> <li>Demonstrate awareness of Risk &amp; Compliance obligations and undertake necessary actions</li> </ul>
<b>Continuous Learning</b>	<ul style="list-style-type: none"> <li><b>Professional Development</b></li> </ul>	<ul style="list-style-type: none"> <li>Actively participates in the Professional Development Review System</li> <li>Actively develop oneself</li> </ul>
<b>Quality</b>	<ul style="list-style-type: none"> <li><b>Policy &amp; Procedures</b></li> </ul>	<ul style="list-style-type: none"> <li>Ensure that all work practices meet Diabetes Victoria's ISO 9001 quality certification requirements as outlined in the Diabetes Victoria <b>Quality Policy</b> (EEQ-121)</li> </ul>

<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• <b>Code of Practice</b></li> <li>• Adhere to the <b>Customer Service Framework</b> (EEQ-416-261) when dealing with all customer enquiries and complaints</li> </ul>
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## E. Position requirements

The essential skills, knowledge and experience required of this position

Skills
1. Event coordination: planning, delivery and evaluation
2. Communication: written and verbal and presentation skills
3. Confidence in use of technology: webinar and CRM platforms
4. Stakeholder management
5. Process enhancement and continuous improvement
6. Effective time management and ability to prioritise competing deadlines
7. Attention to detail

Knowledge (Qualifications/Certifications/Licenses)
1. Tertiary qualifications in Health, public health, health promotion, consumer engagement or equivalent (Desirable)
2. Current Police Check
3. Current Working with Children's Check

Experience
1. Working in a similar project/event coordination role
2. Planning / coordinating events particularly with logistics management
3. Event technology including webinar and CRM platforms (essential) Experience using Zoom (desirable)
4. Understanding of the needs of people from culturally and linguistically diverse backgrounds and Aboriginal and Torres Strait Islander communities
5. Health promotion or general health knowledge
6. Connection to diabetes (desirable)

## F. Behavioural requirements

The behavioural competencies required to be demonstrated by an individual in order to perform this position effectively (please refer to dictionary of behavioural competencies)

Behavioural Competencies	Level of proficiency 1 - 5	Proficiency Description See competency dictionary for additional detail
1. Client / Customer Focus	3	Identifying and responding to current and future client needs - <b>Anticipates and adapts to client / customer needs</b>

2. Initiative	3	Identifying and dealing with issues proactively and persistently - <b>Acts promptly in a crisis situation</b>
3. Communication	3	Listening to others and communicating in an effective manner that fosters open communication. <b>Adapts communication to others</b>
4. Networking and Relationship building	3	Building and actively maintaining working relationships and networks of contacts to further the organisations goals - <b>Seeks new networking opportunities for self and others</b>
5. Planning and Organising	3	Defining tasks and milestones to achieve objectives, while ensuring the optimal use of resources to meet those objectives - <b>Develops plans for the business unit</b>
6. Teamwork	3	Working collaboratively with others to achieve common goals and positive results - <b>Demonstrates leadership in teams</b>

### G. Key relationships/interactions

The internal and external relationships/interactions and why the position interacts with these parties

	Who	Why (Reason for relationship)
INTERNAL	Consumer Engagement Manager	Receive overarching management and guidance from the Consumer Engagement Manager
	Senior Events staff	Works closely with senior events staff to ensure events are in line with events best practice and receive event guidance as needed
	Events Coordinator	Work alongside the other Events Coordinator to deliver collaborative events and initiatives
	Consumer Engagement Team	Work collaboratively with the Consumer Engagement Team to deliver events and initiatives, as required
	Cultural Diversity Team	Collaborate with the Cultural Diversity Team in the running of tailored events and programs specific to diverse community needs.
	Finance	Liaise with Finance department regarding invoices and processing of supplier payments
	Business Development Team	Work with the Business Development team to access information about Diabetes Victoria members to promote activities and other events
	NDSS Team	Work with the NDSS team to inform them of events and mail-out event information to NDSS registrants as needed
	Media and Communications Team	Work with the Media and Communications team to assist with the development of marketing and communications materials, delivery of events and event promotion on the Diabetes Victoria website
EXTERNAL	Local services, facilities and external stakeholders	Negotiate and liaise with community-based facilities and services, venues, caterers, speakers and external stakeholders (including health professionals and people living with diabetes) to ensure quality events

### H. SIGNATORY

Last updated: August 2021

Approved By: Consumer Engagement Manager

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

**Position holder acceptance:**

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_