



Royal Far West
Children's health, country-wide

Name:

Position Title: School & Community Coordinator

Reports To: Team Leader – School & Community

Direct Reports: Nil.

Key Relationships: School & Community Operations, Child & Family Operations, Partnerships team, Clinical teams across 4 key Business Units –School Services, Community, Disability & Inclusion & Child Health, external stakeholders as appropriate.

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

Caring: We show genuine care, compassion and interest in our families, out parnters and each other. We respect, listen, recognise and support each other's needs and celebrate differences.

Connected: We are deeply connected to our purpose, with our feet in the sand and our hearts in the bush. We build meaningful relationships by collaborating openly and honestly. We work as a team with our families, partners, communities and each other.

Passionate: We go the extra country mile for our families, partners, communities and for each other. Improving the lives of country kids and giving them a voice, inspires and energises us to bring our best selves to work every day.

Impact: We are committed to creating positive and lusting change. We are accountable and solutions focused, harnessing our knowledge and capabilities to think creatively, adapt and solve problems responsibly.

School & Community Coordinator

Purpose of the Position

Reporting to the Team Leader – School & Community, this role is responsible for supporting Royal Far West's Telecare service delivery team to achieve positive child health outcomes and interactions.

Working closely with the clinical teams, the School & Community Coordinator will play a key role in ensuring RFW Telecare programs are running well, sessions and staff are well-supported, and interactions with our clients are of the highest standard.

Key responsibilities:

- Scheduling and coordinating appointments to meet client needs.
- Developing and managing relationships with external stakeholders, specifically with school educational staff and parents/carers.
- Supporting clinical staff with technology issues as they arise (in-house training provided).
- Onboarding new clients, testing technology and checking equipment prior to Telehealth appointments.
- Utilising main operating systems to ensure appointment times are maximised according to clinical staff availability.
- Coordinating new referrals and ensuring accurate data entry into main operating systems.
- Monitoring that electronic medical data is managed and maintained at key stages of the case lifecycle.
- Ensuring the management and scanning of critical documents is handled in line with organisational policy.
- Tracking documentation and data for reporting purposes.
- Contribute to the development and testing of new systems including an automated scheduling platform and online client portal.
- Contribute and support Royal Far West's journey to achieve its objectives.

Essential Criteria

This position requires strong coordination, communication, attention to detail 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 are:

- Minimum 1 years' experience working in customer service or administrative role.
- The ability to work flexibly and autonomously where required.
- The ability to work with people at all organisational levels to build rapport and affect change.
- Understanding and focus on quality assurance and continuous improvement.
- Rounded communication and interpersonal skills coupled with strong customer insights.
- Present as professional and confident in preparing for and presenting to external groups and individuals.
- Demonstration of a proactive and action-driven professional attitude and approach with the ability to generate ideas, problem-solve on the spot and think in an innovative way.
- Have a demonstrated ability to exercise judgment, maturity, initiative, and diplomacy.
- Systems and technology literate.

Desirable Criteria

- Tertiary education in the public health, health promotion or a related field.
- Experience coordinating staff to client needs (appointment booking, scheduling, resources etc.).
- Experience in the not-for-profit sector, health and/or education sectors.
- Demonstrated experience working with multiple technology platforms in a complex, dynamic environment.
- An interest in child development and rural issues.

Personal Qualities

- Results-oriented.
- Adaptable, flexible and resilient.
- Self-starter, confident in decision-making, inclusive.

KEY RESPONSIBILITIES

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| 1. Technical Skills | <p>Service Delivery (Quality and Productivity) – 80%:</p> <ul style="list-style-type: none">- Data entry quality (mandatory data complete on time and accurately across Telecare services).- Coordinating (and measuring) of activities to ensure achievement of relevant Key Performance Indicators.- Helping to improve clinical utilisation percentage.- Coordination of exception reporting according to key indicators.- Set up and support Telecare operating pods to ensure well-monitored and consistent service delivery is achieved.- Schedule Telecare appointments appropriately to match clinical skills, experience, technology, process and systems to enhance the client experience. <p>Self-Identified – (20%):</p> <ul style="list-style-type: none">- Identify one other Key Performance Area that aligns with the Organisational Strategy and/or Telecare National Strategy and develop objective indicators to measure success.- Perform other duties that are within the skills, competence and training of the position holder and peripheral to the position. |
| 2. Professional Development | <ul style="list-style-type: none">- 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. |
| 3. WHS | <ul style="list-style-type: none">- 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. |

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| 4. Communication | <ul style="list-style-type: none"> - Maintain effective communication with all staff and relevant organisations including schools. - 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. |
| 5. Risk Management | <ul style="list-style-type: none"> - 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 client's rights to confidentiality, privacy and dignity. |
| 6. Quality Improvement | <ul style="list-style-type: none"> - Contribute to the Accreditation process, including identifying, developing, implementing and evaluating quality improvement activities. |

School & Community Coordinator

Royal Far West Authorisation

Authorised by: _____

General Manager - Operations

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: _____