



Royal Far West
Children's health, country-wide

Name:

Position Title:

Partnership Coordinator- School & Community

Reports to:

Head of Partnerships - School & Community

Key Relationships:

General Manager School & Community, Head of School Services, Head of Community Services, Telecare Coordination Team, public and private sector schools & pre-schools, Primary Health Networks, other service partners and funding organizations across government and philanthropy.

Direct reports:

Nil

About Royal Far West

Royal Far West is a Manly based charity, providing multidisciplinary health and wellbeing services to support children living in rural and remote areas of Australia where assistance for developmental, behavioral, learning and mental health issues can be difficult and expensive to access.

Royal Far West Vision

Healthy country children.

Royal Far West Mission

To improve the health and wellbeing of children living in rural and remote communities.

Royal Far West Values

We are caring, connected and passionate. We have impact.

Partnership Coordinator – School & Community

Purpose of the Position

Royal Far West's School & Community division supports children's developmental, mental and behavioural health through strong partnerships with preschools, schools and communities. In addition to providing direct support for individual children, our clinicians work closely with families, educators and other involved professionals to build capacity and ensure long-lasting, positive impact.

The Partnerships Coordinator delivers exceptional customer care, ensures contract deliverables are met, and liaises with key stakeholders across Health and Education sectors, and within our own organisation. It is a varied and detail-oriented role encompassing account/relationship management, service coordination, forecasting, invoicing, and reporting.

This position forms the critical interface between our service delivery and funding partners, our internal delivery teams, and (sometimes) beneficiary clients and their families.

The key responsibilities of the role are:

- Proactively manage assigned relationships, with a key focus on service delivery partners (primary schools and preschools) and funder contracts/accounts including achievement of KPIs, and contracted deliverables
- In collaboration with the Head of Partnerships, Head of School Services and Head of Community, coordinate the forecasting, budgeting, invoicing, revenue tracking, service and reporting requirements for assigned contracts/accounts
- Develop strong cross functional working relationships with internal stakeholders to ensure delivery of contracted targets and high-level service provision
- Liaise with the Operations team to manage school contract/account referrals and allocations, and resultant reporting, in accordance with contract requirements
- Liaise with funding partners to seek approval of assessments, requests and other variations or additions to executed contract terms
- Coordinate outreach activities and funding partner visits for assigned contracts/accounts
- Liaise with the Finance team to manage invoice requirements in accordance with contract/account requirements
- Develop trusting and sustained relationships with assigned clients and with stakeholders to support development of mutually beneficial partnerships
- Identify opportunities for service improvement and growth
- Contribute to the development of contract/account management systems and processes
- Contribute to the development of templates, collateral and processes to improve contract/account management and service delivery
- Maintain accurate records across a range of systems, including but not limited to, Salesforce, Office Suite and Teams, Gem Portal, Smartygrants, Grant Connect Portal and other partner-run systems

Essential Criteria

This position requires a “can do” attitude, strong coordination, communication, influencing and problem-solving skills, attention to detail, and an ability to build relationships in a geographically and culturally diverse work environment. You will have a track record proving your exceptional organisational, time management and relationship-building skills:

- Minimum 3 years' experience working in customer service, supporting sales teams, or in an account management role.
- Ability to prioritise, multi-task, work flexibly and autonomously where required.
- Ability to work with people at all organisational levels to build rapport and affect change.
- Understanding and unwavering commitment to quality assurance and continuous improvement.
- Professional and confident presentation skills
- Action-oriented, professional attitude and approach with the ability to generate ideas, problem-solve on the spot and think innovatively.
- Demonstrable judgment, maturity, initiative, and diplomacy.
- Ability to plan, implement and evaluate account management plans
- Proven ability to write clear, concise reports, proposals and other documents
- Ability to present complex information in an easily understood and accessible format
- Attention to detail, experience working with finance and account management processes, systems and technology
- Willingness and availability to travel, current unrestricted driver's license.

Desirable Criteria

- Experience working in non-profit/charity, health and/or education sectors
- Tertiary qualifications in business, public health, early childhood education, or equivalent business/account management experience
- Experience managing contracts and accounts
- Experience administering account management systems and appointment booking software
- An interest in / commitment to child development and /or rural issues.

Royal Far West Authorisation



Authorised by: _____

Head of Partnerships - School & Community

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: _____