

Job Description Form

Events Coordinator



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 Service's Model of Care, empowering Aboriginal people to achieve health equality in their communities.

Aboriginal Culture

Aboriginal culture underpins every aspect of the work AHCWA does, and should always be reflected in work practices and behaviours.

All employees are expected to acknowledge, understand and continuously promote the importance and diversity of Aboriginal culture in all work activities.

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

 Culture

Acknowledging and understanding the importance and diversity of Aboriginal culture in all that we do.

 Integrity

Working with personal and collective integrity whilst striving to achieve service excellence for our Members and community.

 Passion

Exhibiting passion, positivity and commitment in all that we do to inspire and empower all people, Member Services and communities to reach their potential.

 Collaboration

Fostering and contributing to shared objectives through inclusiveness and engagement with our Member Services.

 Accountability

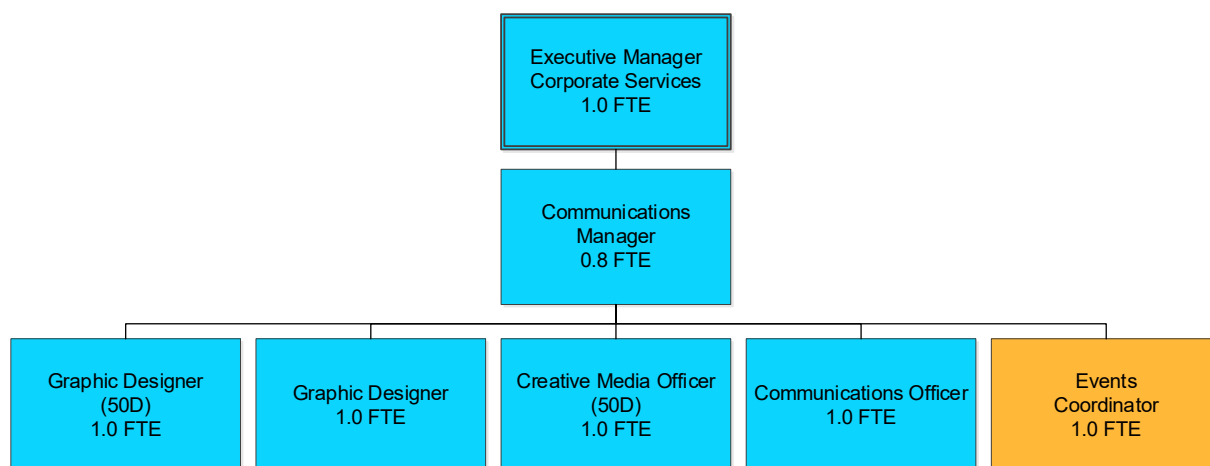
Being accountable to all our Members, stakeholders and the community

 Resilience

Embracing challenges and harnessing opportunities to empower our communities for self-determination.

Position Title	Events Coordinator
Work Group	Corporate Services
Work Unit	Communications and Design
Reports To	Communications Manager
Direct Reports	Nil
Award / Agreement	<i>Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020 (Cth)</i>
Award Classification	Administrative Grade 4
Approved by CEO	28 August 2025 (Des Martin)

Team Structure



Position Purpose

The Events Coordinator directly reports to the Communications Manager and is accountable to the Executive Manager Corporate Services.

This position is primarily responsible for the planning, coordination and execution of key organisational events, conferences and workshops, including but not limited to the annual State Sector Conference, Youth Conference, Members Planning Day and key program area events, including AHCWA's involvement in external forums and expos.

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 and 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 Member Aboriginal Community Controlled Health Services in Western Australia.
- Liaises with a variety of government agencies, partner and stakeholder representative groups, community groups and corporate organisations.

Internal

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

Responsibilities of this Position

Event Coordination

- Develop and manage event project plans, detailing key tasks and deadlines, in collaboration with key project / program leads as required.
 - Undertake concept and event planning, including engaging and consulting with key stakeholders regarding event objectives, outcomes and program content.
 - Prepare and manage event budgets, allocating costs appropriately.
 - Research, source and manage appropriate venues and event-related suppliers that meet the requirements of the event, and attendees, including but not limited to: venues, catering, audio visual and supplies.
 - Act as the first point of contact for all enquiries relating to key organisational events, conferences and workshops, providing exceptional customer service to all event stakeholders.
 - Work in collaboration with the Communications and Design team to undertake effective marketing and advertising for events, including designing, developing and disseminating event promotional materials.
 - Utilise EventsAir software to:
 - Manage end-to-end event registration for attendees inclusive of sponsors, exhibitors, speakers and staff, including responding to attendee's enquiries, making registration changes, creating discount codes, invoicing and payment, and providing updates to guests and stakeholders as required.
 - Build the conference website and continuously monitor to ensure the information relating to event logistics and registration information is up to date.
 - Source appropriate event sponsorship and coordinate relevant exhibitors.
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- Arrange and confirm all travel and accommodation bookings as required for eligible speakers.
 - Facilitate regular meetings with the internal and external stakeholders to discuss and track progress of each event.
 - Oversee all files and maintain detailed records for each event.
 - Engage and liaise with conference speakers to obtain biographical information, photographs and audio-visual requirements as required.
 - Work in collaboration with the Communications and Design team to ensure all event related information is up to date on the AHCWA website.
 - Coordinate all event support and on-site activities, including staff rostering and briefing.
 - Undertake event evaluations for continuous quality improvement purposes.
 - Produce post-event activities, including internal reporting, sponsor engagement and reporting, budget reconciliation and thank you letters to all stakeholders.
 - Develop and maintain a calendar of key annual organisational events to support event visibility, scheduling and resourcing.
 - Maintain an accurate inventory of AHCWA Corporate and State Sector merchandise.
 - Work with program / project leads to re-purpose surplus State Sector merchandise for other events.
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Quality Management System

- 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.
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General

- 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.
 - 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 and Safety responsibilities as per the *Work Health and Safety Act 2020 (WA)*.
 - Identify and assist to reduce Work Health and Safety hazards and risks.
 - Follow the reasonable direction of Work Health and Safety representatives.
 - Provide support for all-staff events and organisational initiatives, including but not limited to NAIDOC Week and the annual State Sector Conference.
 - Undertake other duties within scope of the position classification, as directed by the Communications Manager or Executive Manager Corporate Services.
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Position 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 organisation's performance development framework.

Key Result Area	Key Performance Indicators
Event Management	• Deliver all scheduled events and projects within the agreed timelines and budgets, ensuring no more than a 10% variance from planned expenditure. • Respond to 95% of Member, stakeholder and internal customer enquiries within two (2) business days. • The State Sector Conference achieves a minimum of 80% positive feedback in post-event surveys, with at least 50% of attendees completing feedback surveys for each event. • Submit event evaluation and post-event reports within two (2) weeks of event completion, including lessons learned and recommendations • Implement at least two (2) improvements per year in event planning or delivery, based on feedback and review findings.
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.

Qualifications, Skills, Experience and Knowledge

Essential

- Demonstrated experience in coordinating and planning large-scale events such as conferences and workshops, ideally for a community organisation (200+ participants).
- Strong time management skills with the ability to effectively plan, organise, and coordinate own workload.

- Excellent interpersonal and verbal communication skills with the ability to communicate with clients and external stakeholders, managers and employees at all levels and present a professional image.
- Highly developed written communication skills including the ability to write clearly and concisely, prepare written reports and manage the output of quality information.
- Strong attention to detail and accuracy.
- Ability to multi-task, and maintain composure under pressure in a fast-paced environment, while meeting strict deadlines.
- Advanced skills in Microsoft Office Package Software including Word, Outlook, Excel, PowerPoint etc.
- An ability to work within a small but dynamic team, and autonomously as required.
- Ability to show initiative and determine priorities.
- Demonstrated ability to uphold the principles of cultural safety including an ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander peoples.

Desirable

- The person identifies as Aboriginal and/or Torres Strait Islander and is acknowledged as such by their community.
- Experience and proficiency using EventsAir software.

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.
- Intra and inter-state travel including overnight absences may also be required.
- Depending on the nature of the region, some travel on light aircraft may be required.

Acknowledgment and Acceptance by Appointed Employee

I certify that I have read and understand the responsibilities assigned to this position.

Employee Name:	
Signature:	
Date:	