

POSITION DESCRIPTION

Program Officer

POSITION DETAILS			
Directorate:	Operations		
Position reports to	Team Leader – Operations		
Direct reports	Nil		
Location	Richmond & Essendon	Date approved	May 2026

Purpose of the position

The Program Officer provides high quality administrative, data, and operational support that enables effective delivery of health and community programs across the Operations Centre. The role ensures program rules, processes, and eligibility requirements are applied consistently, maintains accurate program data and reporting, and supports communication between clinicians and operational teams. By coordinating information flow, supporting compliance activities, and contributing to continuous improvement, the Program Officer helps ensure programs operate efficiently, meet regulatory and contractual obligations, and deliver a reliable, client centred service.

Key Accountabilities	
Tasks and Responsibilities	<ul style="list-style-type: none"> • Provide day-to-day administrative and operational support for an assigned program, ensuring program rules, processes, and eligibility requirements are applied consistently. • Offer accurate program information and guidance to support effective service delivery. • Support & resolve non-standard or escalated administrative matters by applying detailed program knowledge and established procedures. • Maintain high-quality program data and records across relevant systems, ensuring accuracy, completeness, and alignment with reporting requirements. • Prepare routine and ad hoc reports to support program monitoring, performance tracking, and funding or compliance obligations. • Assist Leaders in translating program, clinical, and funding requirements into clear operational instructions, ensuring staff understand how to apply them in daily workflows. • Coordinate communication and information flow between clinicians, operations teams, and program leadership to support smooth service delivery and aligned processes. • Support compliance activities by maintaining documentation, audit trails, and identifying risks or inconsistencies for escalation through appropriate governance channels. • Contribute to cross-program coverage and resilience by supporting other programs when required and sharing knowledge, tools, and standard processes. • Participate in continuous improvement activities, including updating procedures, supporting system enhancements, and contributing to operational projects.

	<ul style="list-style-type: none"> This position may require travel to RFDS locations from time to time.
Key Stakeholders	<p>Internal</p> <ul style="list-style-type: none"> Program Managers and Leaders Clinicians Operations Centre Staff Wider Operations Directorate <p>External</p> <ul style="list-style-type: none"> General Public Funding bodies and regulators Health services partners Community and service stakeholders

Key Selection Criteria	
Knowledge and Skills	<ol style="list-style-type: none"> Organisational Skills: The ability to manage multiple tasks to prioritise workload effectively. This includes keeping accurate records, maintaining schedules, and ensuring that all tasks are completed in a timely manner. Communication Skills: Effective oral and written communication skills demonstrated through strong interpersonal skills to interact professionally with clients, stakeholders, and team members. This includes the ability to listen actively and respond appropriately to queries and requests. Attention to Detail: Demonstrate a high level of attention to detail, ensuring that all documents, data entries, and correspondences are error-free and adhere to business requirements. Technical Proficiency: Proficiency with Microsoft, SharePoint, RingTel & Halo and be confident with all forms of technology is essential for an administrator. A willingness to learn new systems and tools and or troubleshoot as required.
Qualifications and Experience	<p>Essential</p> <ul style="list-style-type: none"> Cert IV or Diploma in health administration, health services, community services or a related field. <p>Desirable</p> <ul style="list-style-type: none"> Familiarity with the implications of living and working in rural and remote environments Understanding of compliance, governance, or reporting requirements in funded health or community programs. Experience supporting continuous improvement, system enhancements, or process optimisation activities.

Checks, Licenses & Registration

Probity checks must be completed as indicated below:

It is the responsibility of both the Manager and Incumbent(s) of the role to ensure the employee(s) performing the role meet relevant requirements of Professional Standards/Codes of Conduct imposed by AHPRA, National Boards, or under Industry Codes.

<input checked="" type="checkbox"/> National Police Check/Criminal Record Check [Mandatory]	<input checked="" type="checkbox"/> Drivers License [required for travel to RFDS locations]
<input checked="" type="checkbox"/> Working with Children Check	<input type="checkbox"/> Discipline Specific Vaccination – Covid (3 doses)
<input type="checkbox"/> Professional Registration	<input type="checkbox"/> Discipline Specific Vaccination-Influenza
<input checked="" type="checkbox"/> Evidence of Right to Work in Australia [Mandatory]	<input type="checkbox"/> Discipline Specific Vaccination-Hep B or other

Important information

All Royal Flying Doctor Service of Victoria employees are mutually responsible for the success of the organisation.

The organisation is committed to creating an environment in which all employees can realise their full potential. In return all RFDS Victoria employees are expected to make contributions that positively impact our customers, our patients, our communities, our business and each other.

Therefore, employees are expected to meet their obligations under the relevant policies related but not limited to Child Safety and Workplace Health & Safety.

Approval

Signatures	
Employee:	
Manager:	
Date:	