



POSITION DESCRIPTION: Coordinator, Operations & Governance

Health Justice Australia (HJA) is a national charity, field catalyst and systems intermediary working to strengthen how health, legal, community and social service systems respond to complex and intersecting need.

We do not deliver services directly. Our role is to build the capability, infrastructure and conditions that enable services and systems to work together more effectively - supporting more connected, person-centred and equitable responses.

We work at a national level to:

- build and translate evidence
- strengthen workforce and system capability
- support collaboration across disciplines and sectors
- connect practice insights with policy, funding and system design

Health justice partnership is a core example of this work - demonstrating how integrating legal assistance into health and community settings can improve responses to health-harming social and legal issues.

We work in close partnership with practitioners, communities, researchers, funders and governments. We are grounded in practice, informed by evidence, and focused on enabling systems to learn, adapt and improve over time.

Guided by curiosity, courage, integrity and respect, we are committed to an inclusive environment where people feel supported, valued and able to contribute meaningfully.

THE ROLE

Position title	Coordinator, Operations & Governance
Position reports to	CEO
Employment status	12-month fixed term with possibility of extension.
Hours	Part-time (up to 0.9 FTE)
Location	Remote, with access to Melbourne office

ROLE PURPOSE

The Coordinator, Operations and Governance ensures Health Justice Australia operates with clarity, consistency and discipline - supporting the systems, routines and relationships that enable the organisation to deliver its work effectively. The role maintains the integrity of HJA's governance, operational and administrative functions, ensuring they are coordinated, reliable and aligned to organisational priorities.

Working closely with the CEO and team, this role connects day-to-day operations with organisational intent - coordinating vendor relationships, supporting governance processes, maintaining key systems and records, and providing practical support across administration, logistics and organisational activity. In a small, agile organisation, this role is critical to ensuring the foundations are in place for high-quality work, sustained performance, and a well-functioning, connected team.

KEY RESPONSIBILITIES (What does success look like?)

When this role is performed well:

- HJA’s operations run smoothly and predictably, with systems, workflows and administration enabling the team to work efficiently and focus on high-value work.
- Governance processes are delivered with accuracy, discipline and timeliness. Board and committee papers, calendars, records and meeting processes well-coordinated and reliable.
- Operational compliance and organisational records are maintained. Contracts, registers, compliance documentation, risks and key deadlines are accurate, current and accessible.
- Vendor relationships are coordinated effectively. External providers, including finance, HR and ICT, are responsive, well-coordinated and support organisational priorities.
- Grant and fee-for-service activity is coordinated effectively. Submission materials, acquittals, reporting requirements and tracking processes are accurate, timely and well managed.
- Internal and external stakeholders have clarity on expectations, responsibilities and timelines, supported by consistent communication and coordination.
- Meetings, events and logistics run smoothly. Governance meetings, travel, convenings and organisational events are coordinated efficiently and support effective delivery.
- Systems and processes support continuous improvement. Tools, templates and workflows improve consistency, efficiency and effective ways of working.

KEY DELIVERABLES

The role is accountable for:

- Compiling and circulating Board and sub-committee papers, agendas, minutes, calendars and governance records
- Building and maintaining governance, risk, compliance, policy and contract registers
- Vendor coordination records, procurement documentation and operational follow-up actions
- Grant, tender and fee-for-service tracking registers, submission materials and reporting documentation
- Travel bookings, event logistics, convening schedules and meeting coordination materials
- Organisational systems and records maintained across platforms (e.g. SharePoint, Salesforce, Monday.com)
- Coordinating audit, insurance, compliance and reporting support materials
- CEO coordination, briefing and administrative support materials

DECISION-MAKING AUTHORITY

Can decide:	Must consult / seek approval:
<ul style="list-style-type: none"> • Day-to-day coordination of organisational administration, logistics and workflows to meet deadlines • Scheduling, coordination and preparation of governance materials and meetings • Liaison with external vendors (HR, finance, ICT) within scope and contracts • Maintenance of systems, registers and organisational records 	<ul style="list-style-type: none"> • Governance matters and Board-related decisions (CEO) • Changes to organisational systems, processes or governance practices (CEO) • Contract terms, procurement and expenditure outside delegations (CEO) • Risks, delays or operational issues impacting delivery (CEO)

- External communications representing HJA positions or commitments (CEO)
- Grant submissions, acquittals and fee-for-service proposals (CEO / Deputy CEO where relevant)

KEY STAKEHOLDERS

Internal:	External:
<ul style="list-style-type: none"> • CEO (primary reporting line, organisational priorities and decision-making) • Deputy CEO (coordination of operational priorities, governance and organisational support) • HJA team (administration, coordination, systems and operational support) • Board and sub-committee members (governance coordination, meeting logistics and documentation) 	<ul style="list-style-type: none"> • Finance, HR and ICT vendors • Auditors, insurers and governance providers • Granting bodies, funders and fee-for-service partners • Event, venue and travel providers (logistics and bookings)

EXPECTATIONS: VALUES & BEHAVIOURS

In this role you are expected to demonstrate HJA's values and contribute to a safe, respectful workplace:

Curiosity	Courage	Integrity	Respect
Understands context and purpose	Follows up and drives progress	Maintains accuracy and attention to detail	Builds collaborative relationships
Questions to improve outcomes	Raises risks early and constructively	Handles information confidentially	Communicates clearly and professionally
Identifies opportunities for better ways of working	Makes sound decisions in ambiguity	Upholds governance and quality standards	Engages inclusively with stakeholders
<p>Leadership (through coordination and influence):</p> <ul style="list-style-type: none"> • Building collaborative and responsive working relationships across the organisation • Supporting role clarity and smooth ways of working through reliable coordination and communication • Contributing to a safe, respectful and well-organised workplace environment • Escalating operational risks, barriers or wellbeing concerns where appropriate 			

ROLE REQUIREMENTS

Qualifications: Tertiary qualifications in a relevant discipline such as business administration, governance, management, or equivalent professional experience.

Mandatory requirements: Not applicable

Skills & Experience: Strong coordination experience across complex, multi-stakeholder environments

Experience with procurement, contracts, governance or organisational administration



- Excellent organisational, communication and stakeholder management skills
- High attention to detail and ability to manage competing priorities
- Experience with organisational systems, project management and collaboration tools
- Experience coordinating governance, compliance, reporting or operational processes
- Familiarity with governance requirements, Board processes and organisational compliance obligations

TO SUM

This role ensures Health Justice Australia operates smoothly, reliably and with discipline - coordinating the systems, processes and relationships that hold the organisation together in practice and enable delivery of its work.

Success in this role looks like an organisation that is well-coordinated and easy to operate within - with strong governance, clear visibility of priorities and obligations, and systems and processes that support consistent, high-quality work.

(Please sign electronically and return to Health Justice Australia for filing)

I, **Employee Name**, acknowledge that I have read and understood this Position Description and agree to perform the duties and meet the expectations described, in accordance with Health Justice Australia’s policies, procedures and values.

..... (Employee Signature)

..... (Date)

VERSION CONTROL

Version	Date	Description of changes	Prepared by	Approved by
1.0	25 May 2026	Initial version	People Design	
1.1	12 June 2026	CEO edits		
1.2	3 July 2026	Finalised	People Design	CEO