



Position Description

Position Title: Membership and Compliance Coordinator

Organisation: Not-for-profit Allied Health Professional Association

Reports to: CEO

Employment Type: 0.4–0.6 FTE

Remuneration: An attractive package will be negotiated commensurate with experience, reflecting a Co-ordinator-level position, and will include 12% superannuation

Location: Remote

About ANZACATA

ANZACATA is the peak professional association and self-regulating authority for Creative Arts Therapists in Australia, New Zealand and Asia. ANZACATA is a member of the Allied Health Professions Australia (AHPA) and Mental Health Australia, as well as Allied Health Aotearoa New Zealand (AHANZ). We are also in the process of transitioning to become a registered charity and aligning our professional standards with those required by the National Alliance of Self-Regulating Health Professions (NASRHP).

ANZACATA has over 2,400 members in four countries including Australia, New Zealand, Singapore and Hong Kong. Due to significant growth, including doubling membership over the past five years, this is a new position that will provide operational and coordination support to the CEO, the Membership and Communications Lead, and the Policy and Regulation Lead.

As the self-regulating body for creative arts therapies in Australia, ANZACATA is responsible for:

- Accrediting arts therapists
- Accrediting arts therapy courses delivered by higher education providers
- Ensuring accredited arts therapists meet professional standards including annual Clinical Supervision requirements, Continuing Professional Development (CPD) requirements and recency of practice requirements
- Maintaining professional standards and ethics.

As the peak professional association for creative arts therapists, ANZACATA:

- advocates for the increased understanding and value of creative arts therapies and the profession of Accredited Arts Therapists
- ensures that the training and practice of Accredited Arts Therapists is in accordance with the highest international standards
- promotes relevant employment opportunities for members
- encourages and supports continuing professional development of practising arts therapists
- publishes an open access, peer reviewed scholarly journal: the Australian and New Zealand Journal of Creative Arts Therapies (JoCAT) and supports research
- supports Local and Regional Groups, shared interest groups and hosts conferences, symposiums and regular webinars

- forges national and international connections and opportunities with arts therapy associations and other related disciplines.

For more information visit www.anzacata.org

Position overview

The Membership and Compliance Co-ordinator provides hands-on membership, communications, professional development and compliance support across ANZACATA's operations. The role brings together operational elements of the Membership and Communications Lead and Policy and Regulation Lead positions, delivering day-to-day administration and coordination while the two Leads focus on strategy, policy and stakeholder engagement.

A key focus of the role is coordinating the logistics for ANZACATA's online professional development (CPD) program, including webinars and virtual events, ensuring members have a smooth and professional experience from registration through to delivery.

The role also supports membership administration and compliance processes, assists with member communications, and provides administrative and secretariat support for ANZACATA's policy and regulatory functions.

Key responsibilities

Membership and compliance support

- Process membership applications, renewals and cancellations, and manage related member communications.
- Respond to routine member enquiries regarding membership requirements and application/renewal processes, escalating complex matters to the relevant Lead.
- Support monitoring of member compliance with CPD, recency of practice and other regulatory obligations, and help prepare education-focused compliance communications.
- Maintain and update the membership database/CRM (Membes), ensuring data is accurate and fit for purpose.
- Assist in extracting and compiling CRM data to support compliance monitoring and regulatory reporting
- Assist with collating member feedback and satisfaction data to inform service improvements.

Professional Development (CPD) and events coordination

- Coordinate end-to-end logistics for ANZACATA's online professional development program, including scheduling, platform set-up, registrations, joining instructions and reminders.
- Liaise with speakers and presenters to confirm requirements and content ahead of each webinar or online event.
- Provide on-the-day technical and logistical support for online events, troubleshooting issues for hosts, speakers and attendees.
- Support promotion of CPD events, webinars and conferences in coordination with the Membership and Communications Lead, helping ensure events are well attended.
- Track attendance and CPD records for members participating in events, and monitor and report on event engagement metrics.

Communications support

- Assist in preparing content for member communications, newsletters, the website and social media, maintaining consistent messaging
- Support administration of communication platforms and distribution lists
- Help monitor and report on communications and event performance metrics.

Secretariat and administrative support

- Assist the Policy and Regulation Lead with administrative tasks relating to the self-regulatory standards
- Provide coordination and secretariat support for the Professional Standards & Ethics Committee and other Committees as needed, under the direction of the Policy and Regulation Lead
- Provide general administrative support to the CEO and both Leads as required
- Contribute ideas for continuous improvement of membership, CPD and regulatory support processes
- Maintain confidentiality and professionalism when handling sensitive member and regulatory information.

Key selection criteria

Essential

- Tertiary qualification in a relevant field, or equivalent relevant experience.
- Experience in membership administration, member/customer service, compliance monitoring, events coordination and/or executive/administrative support and secretariat, ideally within a professional association, not-for-profit or health-related setting.
- Demonstrated experience coordinating online events or webinars, including platform logistics and troubleshooting.
- High level of organisational skills, good working knowledge of Microsoft 365, with strong attention to detail and the ability to prioritise and manage multiple tasks.
- Excellent written and verbal communication skills.
- Technically savvy, confidence using membership/CRM systems and digital communication and collaboration platforms.
- Ability to work autonomously and collaboratively as part of a small, dynamic and remote team.
- Discretion and sound judgement when handling confidential member and regulatory information.

Desirable

- Understanding of membership compliance professional standards or self-regulation concepts.
- Experience working in an allied health, health or mental health-related organisation or regulatory body.
- Experience supporting various meetings (e.g. capturing key discussions and actions, coordinating meetings and papers).
- Understanding of the Australian and Asia/Pacific allied health sectors.
- Interest in, or understanding of, creative arts therapies or allied health more broadly.

Key capabilities and attributes

- Proactive, reliable and detail-oriented, with a strong sense of ownership over tasks.
- Ability to prioritise tasks, manage and deliver to timelines
- Friendly, professional and member-focused approach.
- High level of integrity, discretion and accountability.
- Adaptable and comfortable working in a growing, dynamic organisation.
- Strong team player who is comfortable seeking guidance while working independently day to day.

Conditions

- A Working with Children Check and National Police Records Check are mandatory requirements of this position
- Qualification verification
- Applicants for this role must have a valid, legal right to work in Australia.