

Position Title: Engagement Coordinator

Campus: Edenhope (Hybrid work arrangements available)

Directorate: People and Culture

Department: Community Engagement

Reporting to: Director Engagement

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Admin Grad 3 (HS3)

Enterprise Agreement: Victorian Public Health Sector (Health Professionals, Health & Allied Services & Administrative Officers) Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 7,000 people.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The Engagement Coordinator will work within the Engagement portfolio and is required to facilitate and deliver meaningful and productive opportunities for Grampians Health to engage with staff, consumers, and members of the community.

The role will work under the guidance of the Director Engagement and alongside the Communications, Volunteers, and Fundraising teams at each campus to coordinate and deliver activities and events for staff and community.

This role is critical for building positive and productive relationships between Grampians Health and its key stakeholders. By listening to and responding to the needs and interests of these groups, the Engagement Coordinator can help to build trust, foster collaboration, and support Grampians Health's direction.

KEY ACCOUNTABILITIES

Communications

- Work with the Engagement Team to implement effective communication and engagement opportunities that align with Grampians Health strategic directions.
- Support Grampians Health's media management plan and act as media chaperone for activities at local sites and campuses when required.
- Work with staff on a project basis to execute content and social marketing campaigns.
- Assist with the organisation and realisation of engagement events.

Fundraising

- Maintain and grow relationship with local community organisations, auxiliaries, foundations and other groups relevant to Grampians Health current and future donors and sponsors.
- Respond to donor requests for information and keep them updated about the activities of the fundraising office.
- Respect and maintain donor confidentiality and the confidentiality of the Fundraising Office.
- Maintain CRM database to the highest standards of excellence and accuracy.
- Coordinate the gift receipting process to ensure timely processing and receipting of donations.
- Attendance at events and functions may be required outside of normal work hours.

Administration

- Maintain electronic and hard copy filing systems (transitioning to digital) and suggest ways for improvement as they come to light.
- Develop an understanding of Grampians Health's various digital systems and grow a working knowledge of each of them (Microsoft 365, purchasing, venue booking etc).
- Deal with enquiries (postal, telephone, email, social media) and record the outcomes of these enquiries.
- Carry out administrative tasks such as coordinating printing of corporate material, approval of purchase orders stock control to ensure adequate supplies for stationary.
- Other duties as required.

General

- Some out of hours work and travel to other campuses may be required from time to time.
- Comply with all Grampians Health Policies and Procedures.
- Adhere to infection control policies and procedures as identified in the Grampians Health Infection Control Manuals.
- Participate in the Grampians Health integrated risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague
- Ensure confidentiality in relation to affairs of Grampians Health, its patients, clients and staff, except where required for clinical reasons or by law. Confidentiality extends to the commercial and financial interests and activities of Grampians Health.
- Recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- Demonstrate the core values of patient centred care in every interaction with patients, carers and colleagues. Grampians Health is committed to a patient/client centred approach in the provision of health care and services, consistent with the Grampians Health values, mission and vision.

KEY SELECTION CRITERIA

Qualifications and experience

- Qualifications (e.g. Diploma of Marketing) or equivalent experience in fundraising, communications, marketing, community development or a related field are highly desirable.
- Demonstrated experience in writing, photography and videography for a variety of audiences is highly desirable.
- Experience in updating, editing and proof-reading information for publication (i.e. website information and posting social media content) would be an advantage
- Experience in developing, implementing, and monitoring marketing, communications and media campaigns would be an advantage.
- Knowledge of contemporary fundraising and communications practices would be an advantage.
- Demonstrated ability to apply strong local knowledge and community connections to effectively engage, communicate, and build relationships with a wide range of audiences.

Technical/Professional Knowledge and Skills

- Ability to handle complex and sensitive information and disseminate this information through a range of channels.
- Demonstrated high level of computer literacy including but not limited to Microsoft Office suite.
- Accurate data entry skills with a strong attention to detail.

Work Environment

- Ability to work independently, representing the engagement team from the Edenhope campus.
- Proven ability to develop strong relationships with others – both onsite and remotely - to achieve required outcomes.

Personal Attributes

- **Adaptability:** Maintain effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- **Work Standards:** Setting high standards of performance for yourself and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
- **Stress Tolerance:** Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organisation.
- **Initiating Action:** Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.
- **Planning and Organising:** Establishing an action plan for yourself and others to complete work efficiently and on time by setting priorities, establishing timelines, and leveraging resources.
- **Collaboration:** Working effectively and cooperatively with others; establishing and maintaining good working relationships.
- **Communication:** Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected by their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.