



Patient Service Delivery Coordinator

Organisation: Craniofacial Australia
Reports to: Chief Executive Officer
Full Time/Part Time: Part Time (20 hours per week)

The Business

Craniofacial Australia is a not for profit charity established to raise funds to support craniofacial services. Its focus is to encourage and support the development and provision of patient diagnostic and treatment services that are accessible worldwide to people suffering from craniofacial deformities and injuries. This includes funding aspects of patient care, training of health professionals and medical research in Australia and overseas.

Purpose

The Patient Service Delivery Coordinator will be responsible for developing, implementing and coordinating the utilisation of services to patients and their families undergoing craniofacial treatment within Australia. The role will engage key service providers and volunteer groups across Australia and be the primary liaison for patients and their families. Being part of a small team, the role will also contribute to other organisational initiatives as required, to ensure Craniofacial Australia effectively supports those patients in need.

Key Role Outcomes

- Development of a service model plan that provides a framework for patients to access services and enables service providers across Australia to engage with Craniofacial Australia.
- An established network of support providers is engaged across Australia that enables patients to access the support they require locally.
- A highly productive service model is operational and delivers high quality support to patients in need.
- Services reach a greater number of patients receiving craniofacial treatment across Australia.
- Patients report an exceptional and timely level of support provision.
- Effective and efficient coordination of engaged volunteer groups who actively contribute to producing splints for craniofacial patients.
- Service activities are managed in line with budgets.

Competencies

- Customer/Stakeholder Orientation
- Builds Collaborative Relationships
- Epitomises Professionalism
- Achieves Results
- Delivers Business Excellence
- Fosters Teamwork

Work, Health and Safety

The role has the responsibility for contributing to workplace health and safety activities. This is inclusive of;

- being responsible for their own and other's safety.
- participating in any training or consultation requirements about WHS issues.
- identifying and reporting any hazards to control WHS risks.
- adhering to procedures for dealing with incidents and emergency events.

Corporate Responsibilities/Requirements

- Demonstrate professional workplace behaviours and commits to represent the organisation.
- Participate in both professional development opportunities and performance development processes.
- Abide by organisational policies and procedures.
- Flexibility with work hours to meet the reasonable requirements of this position.
- Maintain a current driver's licence.
- Has, or will obtain prior to employment, national police check to work with vulnerable populations and DCSI Child Related clearance

Person Capabilities

Skills, Experience and Knowledge

- Development and delivery of health-related programs
- Excellent organisation administrative skills (computer literacy, data and time management)
- Demonstrated capability to manage and plan own work to achieve identified goals within time constraint
- Proven experience in establishing and maintaining relationships with relevant partnerships and stakeholders
- Flexibility to respond to competing demands
- Project management skills
- Skill and resilience to maintain high levels of motivation
- Ability to work both autonomously and contribute to team priorities.

Qualification

- Health, Social Sciences or other relevant qualification is highly regarded.

Most importantly, you care about working towards providing a service to patients in need.

Prepared by:

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