



## **Position Description – Regional Coordinator (Education)**

**Hours of work – 38 hours per week**

**Location – Perth**

**Reporting to – Business Development and Innovation Manager**

**Direct reports – Aboriginal Program Officer, Health Promotions Officer**

### **Red Nose**

Red Nose is dedicated to saving the lives of babies and children during pregnancy, birth, infancy and childhood and supporting bereaved families. Red Nose delivers on its vision by funding world class research, providing evidence based education to the community, grief and loss support for those impacted by the death of a child and advocacy. As a national not-for-profit company limited by Guarantee we rely on the help of many people and organisations who donate their time and funds to support our community activities and delivery of services to enable us to achieve our purpose.

### **Position Summary**

The Regional Coordinator has a focus on developing and delivering an exceptional education provision across WA and reports to the Business Development and Innovation Manager. As part of the National Red Nose Services team this position oversees the Western Australia team and works closely with the national services team to manage and implement Red Nose WA operations and provide expertise, knowledge and context to organisational development. The Regional Coordinator will oversee and support the implementation of all operational aspects of the WA Education portfolio including the RROSIAC program, in providing client focused services, driving quality and operational excellence. The role will also offer support to other Red Nose activities locally and nationally as part of a skills network across the services team. On a practical level this will mean that this role supports all services provision in WA with a focus on education, whilst receiving and providing support across the local and national network in line with skills and capacity. The Regional Coordinator will also play a significant role at a local level developing partnerships and developing ideas to drive revenue and growth.

### **Approach to achieve - Discover – Define – Design – Deliver – (Review)**

Red Nose Education Services works constantly to achieve continuous improvement across all of its activities. This work is predicated upon an approach that comprises four key stages to achieve an evidence base and success.



Discover – Don’t presume, engage with stakeholders and staff to explore and understand the situation/activity under review.

Define – Translate insights and learnings into a hypothesis as a basis for reasoning.

Design – Develop concept proposition(s) and experience(s) to test compatibility and relevance.

Deliver - Produce intuitive and achievable outputs for implementation under an action research lens.

(Review) – Action research requires constant review of progress.

### **6 key areas of focus**

Red Nose is in the process of transitioning from a federated structure to a singular national organisation. Working across 6 key areas of focus the Regional Coordinator will play a significant role in driving local success whilst ensuring its identity as part of a national team.

Local Operational Management	Education and training	Volunteer Workforce	Clinical Excellence (skills dependant)	Local Partnership	Culture
Workforce Financial/contract Performance Policies + Procedures	Deliver quality Develop workforce Develop IP Build opportunities	Increase skills/capacity Engaged workforce Events management Communication	Model of service Develop workforce Clinical governance Deliver quality	Trusted Innovator Proactive Accountable	Engaged staff Learning/Development Pride Supportive/accountable

Please note although this role will have some operational oversight of Red Nose clinical services direct support for this function will come from the national Red Nose skills network.

### **Local Operational Management**

- Manage all Red Nose Services staff at a State/Territory level ensuring operational excellence.
- Manage assigned local contracts and budgets.
- Oversee optimum performance of workforce to ensure contract and financial compliance but also an engaged and productive staff group.
- Support the implementation and compliance with national policies and procedures.



### Education and training

- Oversee the delivery of quality education and training packages assuring positive client feedback.
- Manage the education workforce at a local level ensuring a continual growth of skills and widening of knowledge.
- Support the organisational development of intellectual property.
- Leveraging from local networks and understanding of the health system be proactive in seeking opportunities for growth.

### Volunteer workforce

- In partnership with the National Volunteer Project Officer oversee the development of a skilled volunteer workforce.
- In partnership with the National Volunteer Project Officer ensure that the local volunteer workforce are engaged and valued.
- Support the local volunteer workforce to take a lead in events and fundraising.
- In partnership with the National Volunteer Project Officer oversee the effective communication with local volunteer network.

### Clinical excellence – Skills dependant (optional)

- Ensure the national bereavement support model of service is translated and followed at a local level.
- Manage the bereavement support workforce at a local level ensuring a continual growth of skills and widening of knowledge.
- Support the implementation and compliance with the national clinical governance framework and the relevant policies and procedures.
- Lead the delivery of high quality bereavement support which is evidenced through positive client feedback and continued support for the organisation (i.e. volunteer, fundraising)

### Culture – An employer of choice

- Contribute significantly in ensuring that staff and volunteers are engaged and satisfied in their work and are consulted, where appropriate, on change and quality activities.
- Regional services embraces learning and development and ensures staff and volunteers share knowledge and experiences to foster collective enrichment.
- Play a significant role in ensuring that staff and volunteers have pride the work they do and the organisation they work for.
- Lead at a local level on achieving a supportive and accountable culture that fosters trust and transparency.



Partnership – Adding strength

- Create and manage local partnerships with stakeholders to develop trusted relationships to support new opportunities, sustainability and growth.
- Contribute to Red Nose as an innovator in the partnership space.
- Be proactive in engaging with and creating strong local networks with partners.
- Red Nose regional services deliver on time and within scope and can be held accountable by partners and funders.

**Fundamentals of the role**

- Conducts all activities in compliance with relevant legislation including Equal Employment Opportunity, Occupational Health and Safety and Red Nose policies and procedures.
- Performs other duties as required by the Business Development and Innovation Manager and the GM of National Services.
- This role is an operational role and may be required to deliver service either through education and/or volunteer related activities until such time that organisational capacity determines otherwise.

**Selection Criteria**

Qualifications	- Tertiary qualifications in education or a health related discipline, i.e. nursing, midwifery, social work, psychology and/or extensive experience in operational management of delivering high quality services or health education.
Experience	- Demonstrated experience in leading teams in a health/education environment with specific experience in delivering high quality health services and/or education/training provision - Experience in providing training/education in the healthcare sector is desirable.
Operational	- The ability to manage and support a team to achieve high level operational performance.
Communication	- Highly developed interpersonal skills, with the proven ability to build effective relationships and communicate with a diverse range of people both internal and external. Strong negotiation and facilitation skills
Leadership	- A genuine individual who garners respect and has the ability to take staff with them to achieve collective success. - Demonstrable ability to develop a positive local culture that aligns with organisational values and which fosters accountability, innovation and continuous improvement - A proven history of achieving outcomes with a propensity to get things moving and completed through a mixture of delegation and their own hard work. - A leader who works as part of a team and promotes the efforts and achievements of their staff and colleagues.



Personal Attributes	<ul style="list-style-type: none"> <li>- Self-reflective; the ability to understand the difference between intent and impact and a significant proficiency in reviewing ones character and actions relating to the workplace.</li> <li>- Courageous; willing to have a go, identify mistakes and learn from them.</li> <li>- Fun; injecting fun and creativity into the workplace to improve production and output.</li> <li>- Resilient; the ability to work through, withstand and recover quickly from difficult situations.</li> <li>- Caring; ability to have empathy for the experiences of others and to have an interest in their wellbeing.</li> </ul>
Management Competencies	<ul style="list-style-type: none"> <li>- Demonstrated ability to apply the management competencies detailed in the Core Competencies for Managers (see below) within the context of the role.</li> </ul>

### Core Competencies for Red Nose Managers

Leading Others	<ul style="list-style-type: none"> <li>- <b>Establishing Focus</b> - The ability to develop and communicate goals in support of the organisation's mission</li> <li>- <b>Providing Motivational Support</b> - The ability to enhance others' commitment to their work</li> <li>- <b>Empowering Others</b> -The ability to convey confidence in employees' ability to be successful and allowing employees the freedom to decide how they will accomplish their goals and resolve issues</li> <li>- <b>Managing Change</b> - The ability to demonstrate support for, and implement, innovation and organisational changes needed to improve effectiveness and helping others to successfully manage organisational change</li> <li>- <b>Fostering Teamwork</b> - The ability to demonstrate interest, skill, and success in getting teams to work together cooperatively</li> <li>- <b>Developing Others</b> -The ability to work with others and coach them to develop their capabilities</li> <li>- <b>Managing Performance</b> - The ability to take responsibility for own or employees' performance by setting clear goals and expectations, tracking progress against the goals, ensuring feedback and addressing performance problems and issues promptly</li> </ul>
Communicating and Influencing	<ul style="list-style-type: none"> <li>- <b>Focus on Communication</b> - The ability to ensure that information is passed on to others who should be kept informed</li> <li>- <b>Oral Communication</b> - The ability to express oneself clearly in conversations and interactions with others</li> <li>- <b>Written Communication</b> - The ability to express oneself clearly in business writing</li> <li>- <b>Persuasive Communication</b> - The ability to plan and deliver oral and written communications that make an impact and persuade their intended audiences</li> </ul>



	<ul style="list-style-type: none"> <li>- <b>Interpersonal Awareness</b> - The ability to notice, interpret, and anticipate others' concerns and feelings and to communicate this awareness empathetically to others</li> <li>- <b>Influencing Others</b> - The ability to gain others' support for ideas, proposals, projects and solutions</li> <li>- <b>Building Collaborative Relationships</b> - The ability to develop, maintain, and strengthen partnerships with others inside or outside the organisation who can provide information, assistance and support</li> <li>- <b>Customer/Client Orientation</b> - The ability to demonstrate concern for satisfying one's external and/or internal customers/clients</li> </ul>
Preventing and Solving Problems	<ul style="list-style-type: none"> <li>- <b>Diagnostic Information Gathering</b> - The ability to identify the information needed to clarify a situation, seek that information from appropriate sources and use skilful questioning to draw out the information when others are reluctant to disclose it</li> <li>- <b>Analytical Thinking</b> - The ability to tackle a problem by using a logical, systematic and sequential approach</li> <li>- <b>Forward Thinking</b> - The ability to anticipate the implications and consequences of situations and take appropriate action to be prepared for possible contingencies.</li> <li>- <b>Conceptual Thinking</b> - The ability to find effective solutions by taking a holistic, abstract or theoretical perspective.</li> <li>- <b>Strategic Thinking</b> - The ability to contribute to long term strategy</li> <li>- <b>Technical Expertise</b> - The ability to demonstrate depth of knowledge and skill in a technical area related to the specific role</li> </ul>
Achieving Results	<ul style="list-style-type: none"> <li>- <b>Initiative</b> - Identifying what needs to be done and doing it before being asked or before the situation requires it</li> <li>- <b>Entrepreneurial Orientation</b> - The ability to look for and seize new opportunities and willingness to take calculated risks to achieve business goals</li> <li>- <b>Fostering Innovation</b> - The ability to develop, sponsor, or support the introduction of new and improved method, products, procedures or technologies</li> <li>- <b>Results Orientation</b> - The ability to focus on the desired results, setting challenging goals, focusing effort on the goals and meeting or exceeding them</li> <li>- <b>Decisiveness</b> - The ability to make difficult decisions in a timely manner</li> <li>- <b>Thoroughness</b> - Ensuring that one's own and others' work and information are complete and accurate; carefully preparing for meetings and presentations; following up with others to ensure that agreements and commitments have been fulfilled</li> </ul>



Self-Management	<ul style="list-style-type: none"><li>- <b>Self Confidence</b> - Faith in own ideas and capability to be successful and willingness to take an independent position in the face of opposition</li><li>- <b>Stress Management</b> - The ability to keep functioning effectively when under pressure and maintain self-control in the face of hostility or provocation</li><li>- <b>Personal Credibility</b> - Demonstrated concern that one be perceived as responsible, reliable and trustworthy</li><li>- <b>Flexibility</b> - Openness to different and new ways of doing things and willingness to modify preferred way of doing things</li></ul>
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