

## Position Detail

<b>Title:</b>	Workforce Development Coordinator	<b>Reporting to:</b>	Health Workforce Solutions Team Leader
<b>Business unit:</b>	Health Workforce Solutions	<b>Direct reports:</b>	N/A
<b>Designations:</b>	N/A	<b>Delegation:</b>	As per the HWQ Delegations Policy
<b>Salary:</b>	HWQ Remuneration System Grade 6	<b>Office location:</b>	348 Edward Street, Brisbane
<b>Role Type:</b>	Coordinator, Part Time (0.6FTE)	<b>Date:</b>	5 October 2023

## Strategic Purpose of the Role

The Workforce Development Coordinator's main focus is to strengthen Aboriginal and Torres Strait Islander workforce skills for delivering culturally responsive primary healthcare in remote and rural communities in Northern Queensland. The position will coordinate upskilling programs to develop the current Aboriginal and Torres Strait Islander workforce and support new workforce.

## Goals

Goals schedule to be discussed and agreed, then printed from *Cascade* and attached.

Performance Feedback & Communication:  
Organisational and team goals will be monitored together and reported back on a regular basis by the Team Leader in 1:1 sessions and team meetings.

## Values

All employees are dedicated to providing the highest level of services through a commitment to HWQ values - Integrity, Commitment and Equity.

Employees use these values as a guide for interactions with our clients, stakeholders and work colleagues.

## Key Behaviours

1. Demonstrate understanding of the cultural determinants of health, the primary health system and the ACCHS sector.
2. Communicate with culturally respectful dialogue (verbal and written) that engages the Aboriginal and/or Torres Strait Islander health workforce from those in the early stages of their career through to experienced health professionals, and other key stakeholders.
3. Identify and engage supportive health professionals to help implement workforce development solutions tailored to their needs.
4. Use the case management methodology to manage competing priorities and reach effective outcomes in a structured way.
5. On time submission of monthly and/or quarterly program data reports.

## Key Activities and Tasks

1. Collaborate closely internally and externally to design, develop, deliver and evaluate a culturally responsive Maternal and Child Health (MCH) and primary health care upskilling program for the Aboriginal and Torres Strait Islander workforce.
2. Embed cultural responsiveness into the design and delivery of the North Queensland Primary Health Network (NQPHN) upskilling program to increase recruitment and retention uptake of Aboriginal and Torres Strait Islander primary health care staff into health and wellbeing training and education programs.
3. Communicate professionally and in a culturally responsive, empathetic manner with candidates and stakeholders to ensure positive relationships are developed and maintained.
4. Create relationships and partnerships with ACCHSs and their workforces, and with the broader primary care Aboriginal and Torres Strait Islander workforce in the North Queensland region based on respectful dialogue and communication to determine their workforce development needs and the current barriers that exist to undertake these studies.
5. Build effective networks with the primary health care and maternal and child health client-facing workforces in the North Queensland region and create culturally safe environments for discussing models of care and upskilling needs in relation to the First 1000 Days framework.
6. Consider the broader social determinants of health and wellbeing for Aboriginal and Torres Strait Islander peoples and apply a strengths-based and solutions-focussed approach to address health workforces' barriers to undertaking professional development.
7. Adopt a case management approach with eligible candidates to determine the supports that are needed for them to enrol in and complete their upskilling training, and to adapt flexibly for the duration of training.
8. Collaborate, share information and work effectively with members of the Health Workforce Solutions (HWS) team and with other teams and individuals in the organisation.
9. Be the key contact for the NQPHN upskilling project. Effectively manage and respond to phone or email enquiries, other correspondence, and related administration. Ensure the CRM database management is maintained, and contact information status is always up to date.
10. Receive and process applications for scholarship and bursary support. Administer eligible supports efficiently and effectively. Manage the allocation and acquittal of funds for the assigned program, including documentation and monthly summary or report.
11. Preparation of quarterly program data reports and other ad hoc reporting requests as directed by the Manager / Team Leader, to ensure accessibility of information for monitoring and evaluation purposes.
12. Participate in evaluation and quality improvement of the agency's health workforce solutions and activities.
13. Monitor, and assist the Health Workforce Solutions Team Leader to evaluate, the suitability and cultural acceptability of external providers delivering the learning & development programs to meet the needs of participants and their regional communities.
14. Escalate and discuss complex cases with the Health Workforce Solutions Team Leader, promptly when required.
15. All behaviours are compliant with HWQ's policies, organisational values and behaviours and all relevant industrial and work health and safety legal requirements.

**ATTACHMENTS:** General competencies and job goals will be explored in the interview process and attached for onboarding with the successful candidate.