

<b>Position Title:</b>	Ambulance Wish SA Project Coordinator
<b>Role Type:</b>	Ongoing (0.4FTE). Job Share (Monday and Friday)
<b>Award and Level:</b>	Social, Community, Home Care and Disability Services Award Level 3
<b>Background</b>	
<p>Palliative Care South Australia (PCSA) is a leading charity and independent peak body representing palliative care providers, consumers and their families and those with an interest in palliative care in South Australia. PCSA was established in 1985 and is a membership-based organisation, supporting the individuals, families, carer's, community members, as well as specialist and generalist health care professionals working with South Australians experiencing serious illness, dying, death and grief. Collectively, the PCSA membership body holds tremendous knowledge and wisdom about the challenges the sector faces and the opportunities those challenges can bring. PCSA is a founding member of <a href="#">Palliative Care Australia</a>.</p>	
<b>Position Summary</b>	
<p>This position is responsible for the coordination of the Ambulance Wish SA project ensuring project deliverables are met on time and achieves desired outcomes.</p>	
<b>Main Tasks and Responsibilities</b>	
<b>Wish Fulfilment Coordination</b>	
<ul style="list-style-type: none"> <li>• Coordinate the wish fulfilment aspect of the Ambulance Wish project <ul style="list-style-type: none"> <li>○ Follow wish fulfilment systems, schedules and documentation to coordinate the wish fulfilment aspect of the program</li> <li>○ Coordinate the wish teams (planning, wish day and memory making) including staff, volunteers and agencies, across different organisations</li> <li>○ Collate wish supplies and ensure resources are in place for all wishes</li> <li>○ Monitor wish forms and records to ensure quality and accuracy in completion</li> <li>○ Host wish planning meetings and post wish review meetings ensuring appropriate documentation</li> <li>○ Deliver Memory Packs to family and organise ensure evaluations are feedback are completed</li> <li>○ Be available to participate in wishes as back up if volunteers aren't available</li> <li>○ Coordinate risk and issues identification activities and coordinate their management, escalate as appropriate and document all for continuous quality improvement</li> </ul> </li> <li>• Resources and Wish equipment <ul style="list-style-type: none"> <li>○ Coordinate the development of new program resources and supplies to ensure consistency in program branding, quality and delivered on time</li> <li>○ Maintain oversight of version control and quality control of resources, supplies and equipment related to the program</li> <li>○ Maintain and monitor resources, supplies and equipment materials (including stock levels)</li> </ul> </li> <li>• Reporting and Records <ul style="list-style-type: none"> <li>○ Produce monthly standard reports for Managers and Leads in relation to Ambulance Wish SA including basic analysis and recommendations</li> <li>○ Use existing systems to maintain records of task activities and communications to ensure effective delivery of activities and whole of organisation communication and relationship tracking</li> <li>○ Complete program report and present to the program steering committee</li> </ul> </li> <li>• Work closely with: <ul style="list-style-type: none"> <li>○ <i>Steering Committee</i> to provide reporting, updates and insights into Ambulance Wish SA activities.</li> </ul> </li> </ul>	

- *PCSA Corporate Services* to support quality marketing, communications, media engagement, storytelling for all AWSA activities. Identify opportunities to increase funds (fundraising, sponsorship etc) and membership engagement related to AWSA. Also to support risk and quality oversight of the program. Ensure volunteering systems are followed and in place.
- *PCSA Education* to provide project education to people involved in AWSA program, particularly volunteers.

### Wish Volunteer Coordination

- Recruit, train and coordinate AWSA program volunteers
- Lead and coach volunteers to enable them to be the best they can by providing supervision, mentoring and guidance
- Manage the effective delegation of workflow/duties to volunteers
- Create a positive and productive culture, ensuring to lead by example at all times

### Governance, Quality and Continuous Improvement

- Contribute to continuous improvement of the organisation's business management system
- Ensure appropriate knowledge management documentation is in place in your area
- Contribute to and undertake internal audits, paying attention to details of processes and identify improvements that can be made to deliver organisational results
- Assist in the development of work instructions and procedures

### WHSE: Promote a Positive Work, Health and Safety Environment

- Promote a workplace that is free from bullying and harassment
- Comply with Equal Employment Opportunity and Discrimination legislation
- Take personal responsibility for complying with WHS policies and procedures
- Follow all reasonable work instructions, work procedures and practices to maintain the health and safety of yourself and others in the workplace
- Ensure safety and ergonomics of your work area
- Keep the workplace free from harassment and discrimination

Notwithstanding the above, other duties as reasonably directed.

Key Attributes			
<b>Essential</b> <ul style="list-style-type: none"> <li>• Ability to collaborate/job share</li> <li>• Proven ability to follow procedure and systems, tracking tasks, documentation and creating clear handovers</li> <li>• Demonstrated project coordination (or similar) skills and proactive/solution based approach</li> <li>• Strong understanding of the Health Care sector</li> <li>• Personal experience or work experience in palliative care</li> <li>• Strong ICT skills (including accurate record entry and coordination, activity tracking)</li> <li>• Stakeholder management and engagement</li> <li>• Strong oral and written communication skills</li> <li>• Customer service focus</li> <li>• Good time management, planning and organisational skills</li> <li>• Good listener, caring and compassionate and knowledge of appropriate professional boundaries</li> <li>• Flexibility and accountability</li> <li>• A shared passion and determination to play a key role in delivering the mission and vision of the organisation</li> </ul>			
<b>Desirable</b> <ul style="list-style-type: none"> <li>• Delivering training and information sessions</li> </ul>			
Our Inclusivity Statement			
<p>Palliative Care South Australia values diversity and is committed to creating an inclusive work environment. Recruitment and selection decisions are based on merit and not affected by irrelevant personal characteristics. We encourage people who identify with any of the following groups to actively seek employment with Palliative Care South Australia: Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ); Aboriginal and Torres Strait Islander (First Nations); people from Culturally and Linguistically Diverse (CALD) backgrounds and people with disability.</p>			
TERMS AND CONDITIONS OF EMPLOYMENT			
<b>Requirements:</b> For acceptance of this position the employee must hold a current: <ul style="list-style-type: none"> <li>• National Police Check</li> <li>• Current driver's license</li> <li>• Comply with stakeholder vaccination requirements</li> <li>• Right to work in Australia</li> <li>• Able to comply with stakeholder worker screening/check requirements</li> </ul>			
<b>Conditions</b> <ul style="list-style-type: none"> <li>• 6 month probation period for new employees</li> <li>• Comply with organisational policies and standards of conduct</li> <li>• Some intra and interstate travel may be required including overnight trips</li> <li>• Out of hours work may be required</li> </ul>			
EMPLOYEE ACKNOWLEDGEMENT			
Employee Full Name		Signature	Date
Date Position Description (PD) Approved by CEO			21/5/2025