

Job Description Form

Classification Evaluation Date: 22 October 2014

Current Version Date: 28 July 2016

Program Coordinator

Position Number: GENERIC
Classification/Level: Level 5
Award/Agreement: Public Service General Agreement 2014
Organisation Unit: Program Systems & Accountability
Physical Location: West Perth

This Position Reports To:

Position Number: <Various>
Position Title: Senior Program Support Officer
Classification/Level: Level 6

Positions Under Direct Supervision:

Level/ Title: Nil

Organisational Context

The Disability Services Commission is the State Government agency responsible for advancing opportunities, community participation and quality of life for people with disability.

Established in 1993 under the Disability Services Act 1993, the Commission provides a range of direct services and support and also funds non-government agencies to provide services to people with disability, their families and carers.

The Commission also partners and collaborates with disability sector organisations, business, government and other stakeholders to improve participation, inclusion and access for people with disability across the community.

Our Vision: All people live in welcoming communities that facilitate citizenship, friendship, mutual support and a fair go for everyone.

The Commission seeks to employ staff who demonstrate the following capabilities and values:

Capabilities:

- Shapes and manages strategy
- Effective decision making
- Communicates and influences effectively
- Achieves results
- Exemplifies personal integrity and self-awareness
- Builds productive relationships.

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Values:

- Commitment — to our vision for people with disability and their families
- Respect — values cultural diversity and encourages everyone's unique contribution
- Integrity — is honest and truthful about decisions and actions
- Working together — works together cooperatively to get things done and pursue our vision
- Openness — decision-making and communications are clear and transparent
- Leadership — actions reflect leadership responsibilities
- Accountability — are openly accountable for decisions and actions
- Continued learning — are committed to a culture of excellence and continued learning.

The Commission is an equal opportunity employer and embraces diversity as we believe the best products and services come from a workplace in which varied viewpoints are welcomed and encouraged.

Key Work Description

This position provides coordination, provision of operational support and program development activities to the Directorate. The position also contributes to the improvement, development and maintenance of business processes, policies and procedures to support directorate operations.

Work Description

This section outlines the results and outcomes required of an individual in this position.

1.0 Program & Systems Support

- 1.1 Contributes to the planning, development and implementation of operational policy and procedures.
- 1.2 Provides advice and consultation to management and staff regarding processes, policy and procedures.
- 1.3 Contributes to issue resolution and escalation, and planning and monitoring activities.
- 1.4 Provides recommendations to management for improvement of systems, policies and processes.
- 1.5 Represents the Directorate on DSC Committees and working parties.
- 1.6 Supports the implementation of the quality management framework.
- 1.7 Contributes to maintaining content on the directorate's intranet and internet sites.

2.0 Reporting & Data Analysis

- 2.1 Analyses and maintains information systems for directorate reporting requirements.
- 2.2 Coordinates and analyses program data and prepare reports on compliance, performance, program outputs and emerging trends.
- 2.3 Collaborates with key internal and external stakeholders to evaluate and analyses current projects and programs and recommends enhancements to ensure ongoing effectiveness and efficiency.
- 2.4 Develops, monitors and maintains directorate accountability processes and procedures.

3.0 Business Coordination & Liaison

- 3.1 Maintains internal schedules and systems for the tracking of budget processes.
- 3.2 Liaises with other directorates to establish and maintain processes.
- 3.3 Liaises and negotiates with other directorates in the planning, development and maintenance of operational policies and procedures.
- 3.4 Assists with training and development and undertakes event management tasks in collaboration with appropriate stakeholders.

4.0 Other

- 4.1 Participates in supervision and performance development processes with line manager.
 - 4.2 Assists team leader in overseeing work activities of the team.
 - 4.3 Performs other duties as required.
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Work Related Requirements

In the context of this position, able to demonstrate:

Qualifications

Desirable

- Completion of a relevant post-secondary qualification.

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Knowledge/Skills/Abilities

Essential

- Well developed interpersonal communication and negotiation skills.
- High level written communication skills with the ability to prepare well-constructed reports and other documents.
- Strong administration and systems management skills.
- Demonstrated research, analytical and problem solving and conceptual skills.
- Organisational and time management skills with the ability to manage competing priorities and meet organisational outcomes whilst working in a team environment.

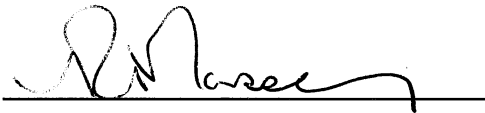
Special Equipment Requirements

Appointment is subject to a satisfactory National Police Clearance.
Ability to travel in response to organisational needs.

Certification

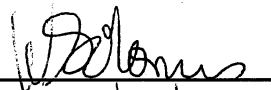
Robyn Massey, Executive Director Local Operations.

Signature



Date

27.7.16

Disability Services Commission	
JDF Registration	
Sign	<u></u>
Date	<u>27/07/2016</u>