



**HSS REGISTERED**

## Communications Coordinator – Online

**Health Salaried Officers Agreement; G7**

**Position Number: 00013603**

**Office of the Chief Executive / Communications**

**Child and Adolescent Health Service (CAHS) / Subiaco**

### Reporting Relationships

Director - Office Chief Executive  
HSO G12  
Position Number: 00013460



Manager - Communications  
HSO G9  
Position Number: 00007909



**This Position**



Reporting to this position:

Nil

Also reporting to this supervisor:

- 00005105; Communications Coordinator, HSO G7
- 00005675; Public Relations and Marketing Officer; HSO G5

### Key Responsibilities

Responsible for strategic oversight of the Child and Adolescent Health Service (CAHS) websites and lead ongoing online strategy across CAHS. Manage internet and social media platforms. Develop campaign priorities to support strategic communication priorities.

## **Brief Summary of Duties**

1. Leads the development and implementation of a CAHS online strategy for internet and social media platforms to support communication activities.
2. Establishes and maintains editorial and design guides for online content.
3. Has oversight of websites and social media including content planning, writing and upload.
4. Regularly creates and updates website content and is responsible for managing content management system (CMS) issues.
5. Manages Communications Department's content on HealthPoint (intranet).
6. Advises and supports CAHS colleagues who contribute to website content; provides a central point of contact for queries and issues with the delivery of online tools and content, including advice on complying with relevant standards, guidelines and policies
7. Devises and implements monitoring and reporting protocols, and provides recommendations, to maintain online site relevance and currency.
8. Prepares and delivers training, presentations and documents to promote the appropriate use of the online sites.
9. Assists with ensuring CAHS online activities meets WA Health, Public Sector Commission and other legislative and regulatory requirements.
10. Manages relationships with relevant stakeholders and any contracts with external suppliers and organisations for the provision of online services.
11. Provides communications support for internal and external events including employee information sessions, workshops and community engagement events with employees and key external stakeholders.
12. Acts as the CAHS representative on internal and external committees as needed, providing website advice and support to staff as required.
13. Assists in supporting the delivery of communications programs and media strategies if required.
14. CAHS Governance, Safety and Quality Requirements
  - Takes reasonable care for own health and safety and that of others and participates in the maintenance of a safe work environment.
  - Participates in the Child and Adolescent Health Service (CAHS) performance development review process.
  - Supports the delivery of safe patient care and the consumers' experience ensuring services are family centred. This includes participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
  - Completes mandatory training (including safety and quality training) as relevant to role.
  - Performs duties in accordance with Government, WA Health, CAHS and Departmental / Program specific policies and procedures.
  - Abides by and upholds the WA Health Code of Conduct, CAHS Vision, Mission and Values, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.
15. Undertakes other duties as required.

## Work Related Requirements

### Essential Selection Criteria

1. Demonstrated experience in contemporary digital communications and techniques.
2. Exceptional and proven written communication skills across a range of mediums for diverse target audiences including technical / specialist and lay audiences, with particular experience in writing for web environments.
3. High level interpersonal and communication skills with the ability to liaise with a variety of stakeholders.
4. Proven leadership and management skills with a proactive approach to driving communications programs.
5. Strong project management skills with a proven ability to ensure projects are brought to a satisfactory conclusion and ability to work quickly and accurately.
6. Experience in using relevant software and applications including content management systems (CMS).

### Desirable Selection Criteria

1. Qualification in a relevant discipline or equivalent relevant industry experience.
2. Previous experience and working knowledge of SiteCore and SharePoint.
3. Experience in providing some basic technical support for CMS.
4. Experience of photography, filming and editing for online use.
5. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

### Appointment Pre-requisites

Appointment is subject to:

- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity check
- Successful Pre-Employment Health Assessment

## Certification

**The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.**

Manager / Supervisor Name	Signature or	HE Number	Date
Directorate/ Dept. Head	Signature or	HE Number	Date

**As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.**

Occupant Name	Signature or	HE Number	Date
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**HSS Registration Details** (to be completed by HSS)

Created on September 2016	Last Updated on December 2017
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