

<b>Position Title</b>	Statewide Support Services Senior Coordinator	<b>Report to</b>	Cancer Support Services Manager
<b>Division &amp; Team</b>	Supportive Care / Cancer Support Services	<b>Location</b>	Subiaco
<b>New position or revision &amp; date</b>	Revision December 2024		

### Position Purpose

This position is responsible for providing leadership and coordination of the State-wide Support Services team, to ensure effective, efficient, and safe service provision. This position provides support to the Cancer Support Services Manager in developing and implementing operational plans, program reviews and improvements, and potential new programs and services to meet the needs of people impacted by cancer.

<b>Our Vision</b>	Achieve a cancer free future for our community.
<b>Our Mission</b>	Cancer Council Western Australia works with our community to reduce the incidence and the impact of cancer.
<b>Our Values</b>	<p><b><i>Making a real difference</i></b> We seek to have a major positive impact on the lives of all West Australians. We never stop seeking to improve and innovate what we do and are prepared to take risks to achieve breakthrough results.</p> <p>We do this by living the following values:</p> <ul style="list-style-type: none"> <li>• <b><i>Integrity</i></b> We have high standards and we do what we say we will do. We are transparent and consistent in the way we work and relate.</li> <li>• <b><i>Evidence</i></b> We always seek the most solid foundation of evidence available in every practice we embrace.</li> <li>• <b><i>Care</i></b> We are passionate about our mission and deeply value our community and each other. We show empathy for those we are here to serve, respect and value our staff and volunteers and do everything we do with great care.</li> <li>• <b><i>Collaboration</i></b> We actively engage with others and each other to achieve our shared objectives. We create inclusive and empowering connections with and between our stakeholders to build the capacity we need to bring about great change.</li> <li>• <b><i>Equity</i></b> We work positively with people of different backgrounds, status and education to help them achieve the best possible level of health and wellbeing.</li> <li>• <b><i>Boldness</i></b> We engage in continuous improvement and innovation and take risks to achieve results.</li> </ul>

Key Responsibility Area	Inputs - Key Activities	Outputs - What is expected/end result	Measures - How it is measured
<b>Operational</b>			
	<p>Provide coordination of services and programs in accordance with CCWA's vision, purpose, values and strategic objectives.</p>	<p>In collaboration with the Cancer Support Services (CSS) manager, develop service models and service plans.</p> <p>Supervise the implementation of operational activities and application of the highest standards of service delivery and adherence to safety and risk management policies and procedures.</p> <p>Assist the Manager to undertake and organise development of staff to ensure that all staff are adequately trained to undertake the duties and responsibilities allocated to them.</p> <p>Maintenance of the Complementary Therapy, Peer Support and Support Groups to ensure the process for best practice models are implemented and appropriately delivered by trained staff.</p>	<p>Achieving the identified KPIs</p> <p>Successful risk mitigation strategies and activities are implemented</p> <p>Team members are adequately prepared and able to deliver service/program</p> <p>Attendance and contribution to the National program working groups.</p>
	<p>Supervise the workflow of the team</p>	<p>Coordinate the implementation and evaluation of service/program changes, in line with current contemporary thinking around best practice.</p> <p>Prepare and produce accurate and concise reports and plans in a timely fashion at the request of the Manager.</p> <p>Liaise with the Manager and ensure they are made aware of relevant issues.</p>	<p>Program evaluation achieves strong results, and ongoing improvements and refinements are implemented</p> <p>Appropriate reporting delivered</p> <p>Manager aware of team activities and issues in a timely manner</p>

		<p>Conduct periodic reviews of Cancer Support Coordinators performance and provide support and training in areas requiring improvement.</p> <p>Any other duties as required by the Manager.</p>	
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Relationship Management			
	<p>Build strong and effective relationships with internal and external stakeholders</p>	<p>Positively and effectively represents area of responsibility on internal and external committees</p> <p>Develops and maintains strong working relationships with professional bodies, industry and government and non-government agencies</p> <p>Keep stakeholders informed about supportive care programs and services, referral pathways, and client outcomes</p>	<p>Meeting record and synopsis</p> <p>CCWA is recognised as a trusted, evidence-based organisation</p> <p>Stakeholders, clients and families are provided with current, evidence-based cancer information and resources</p>
Work Health and Safety			
	<p>All team members are trained in all relevant Work Health and Safety processes relevant to their position</p> <p>Appropriate personal protective equipment is used at all relevant times</p> <p>Any situation, event or incident that is in breach of Work, Health and Safety policies or procedures is identified and reported and corrective actions implemented where appropriate</p>	<p>Attendance at required WHS training</p> <p>PPE worn correctly at all times</p> <p>Hazards &amp; Accidents reported</p>	<p>No Lost Time Injury</p> <p>The workplace is maintained in a safe condition 100% of the time</p>

Selection Criteria	Essential	Desirable
<b>Qualifications</b>		
Tertiary qualification in health or related fields	X	
<b>Experience in required industry and or position</b>		
Ability to provide leadership within a multi-disciplinary team framework	X	
Supervision of staff		X
<b>IT skills</b>		
Proficient in Microsoft Office products	X	
<b>Other skills</b>		
Strong interpersonal, verbal and written communication skills, including public speaking and report writing	X	
High level relationship management skills	X	
Solid strategic and problem-solving skills	X	
Experience in building and maintaining effective working relationships with internal and external stakeholders	X	
High level organisational skills and able to work under pressure with demonstrated ability to lead/work on multiple projects and meet deadlines	X	
Able to work independently as well as demonstrating strong teamwork	X	
<b>CCWA Values</b>		
Demonstrated understanding of and commitment to the values of Cancer Council WA	X	
Positive approach to the workplace	X	