

Employee Position Description Template

Position Details		
Position Title: Project Coordinator – Support at Home	Department: Access, Excellence and Impact	Agreement: VICTORIAN STAND-ALONE COMMUNITY HEALTH SERVICES (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE OFFICERS) MULTIPLE ENTERPRISE AGREEMENT 2022-2026
Reports To: Service Impact and Development Manager	Location: Hawthorn (Hybrid)	
Direct Reports: No	Employment Status: Max Term Full Time	Classification: Grade 3
Position Primary Purpose		
The Project Coordinator – Support at Home (SAH) is responsible for supporting the organisation's implementation of the Australian Government's Support at Home (SAH) program as part of broader aged care reforms. Working collaboratively with managers, subject matter experts, and key stakeholders across the organisation, the Project Coordinator will coordinate, support, and drive activities that align with the project scope, objectives, and implementation timelines. To support successful project outcomes, the Project Coordinator will assist in ensuring organisational readiness and compliance with legislative and program changes, while contributing to the implementation of process improvements. This includes supporting the streamlining of client management processes, developing and updating organisational policies, procedures, and guidance materials, and helping embed practices that align with Support at Home program requirements and best practice service delivery.		
Decision Making Authority		Key Relationships
Decisions made independent of Manager In accordance with the organisation's Delegation of Authority - Convening relevant meetings to progress the project - Managing stakeholder communication Supporting continuous improvement initiatives		- Internal - Service Impact and Development Manager - Service Connection team - Allied Health and Aging and Social Support Managers - Finance, Quality & Risk teams - Community Programs, People & Culture and Business Intelligence/Trak teams - External - Partner organisations and service providers - Community stakeholders - Auditors and regulatory bodies (e.g. Aged Care Quality and Safety Commission), My Aged Care (MAC)/regional assessors

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

Key Accountabilities	
Focus Areas	Responsibilities
Service Improvement & Reform	• Coordinate and deliver projects activities that have been identified as priorities to align to the reform • Track milestones, risks, and outcomes to ensure the project maintains momentum • Support implementation activities, where needed to progress actions to completion • Prepare project reports and recommendations to enable timely decision making • Analyse service data to identify trends and opportunities • Assist in developing procedures, tools, and resources to support operations. • Coordinate and maintain the SAH/CHSP service agreement register (e.g. Logiqc), including tracking renewals, KPIs and compliance requirements
Stakeholder Engagement & Compliance	• Build and maintain effective relationships with internal and external stakeholders • Facilitate meetings and workshops as required to deliver project outcomes • Collaborate with key staff to ensure decisions are well informed • Support the administration of aged care funding agreements to increase visibility, efficiency and adherence to contractual obligations • In partnership with management, review compliance requirements and draft changes to policies, procedures or other documentation as required, for approval • Maintain accurate records and documentation • Escalate risks or non-compliance if/when these are identified.
Governance and Compliance	• Act in accordance with AccessHC's policies, procedures and code of conduct • Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position • Participate in mandatory training requirements to support the delivery of a safe and effective service • Support the embedding of SAH-specific compliance obligations, including the Code of Conduct, Statement of Rights, Serious Incident Response Scheme (SIRS) and whistleblower/complaints handling requirements
Workplace Health and Safety	• Act in accordance with health and safety policies and procedures at all times • All staff are required to take reasonable care for their own health and safety and that of other personnel that could be affected by their conduct
AccessHC Values	• Through actions and behaviour, demonstrate AccessHC Values of; Equity, Collaboration, Respect, Innovation and Quality

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Selection Criteria	
Mandatory selection criteria items • Police Check • International Police Check (if <i>lived/worked overseas in past 10 yrs</i>) • Working With Children Check Key selection criteria items • Tertiary qualifications in, project management, Allied Health / Primary Care or related discipline desirable but not essential • Experience of effectively building collaborative and productive relationships with key stakeholders • Experience of working within Aged Care services or with consumers seeking Aged Care services • Demonstrated experience in project coordination and delivering on quality or system improvement initiatives • Ability to interpret legislative change and draft policy or procedural guidance • Experience in contract or vendor management, and with client management/reporting systems (e.g. Trak, Power BI) or the ability to quickly learn them	Attributes we value • Strong communication and interpersonal skills • Proficiency with Microsoft Office programs (Word, Excel, Outlook and PowerPoint) • Effective time management and prioritisation skills • Well-developed presentation and report writing skills • High level of accuracy and attention to detail • Strong analytical and problem-solving skills • Strong project coordination & management skills • Demonstrated behaviours consistent with AccessHC values
Access Health and Community is an equal opportunity employer committed to providing an inclusive working environment that embraces and values all people, regardless of cultural background, age, gender identity, sexuality or lived and living experience. We strongly encourage applications from Aboriginal and Torres Strait Islander peoples, people from culturally diverse backgrounds, people with disability, people of all genders and sexualities, and people with lived and living experience. We recognise the strength, resilience and ongoing contributions of First Nations peoples and are committed to advancing reconciliation through our employment, service delivery and organisational practices. All compliance requirements will be assessed on a case-by-case basis, and a criminal history does not automatically exclude an applicant from employment. All applications will be treated confidentially.	
Authorisations	
Employee Name: Signature: _____ Date: / /	Manager Name: Louisa Hargrave Signature: _____ Date: 3 / 8 / 2026

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