



Royal Flying Doctor Service  
VICTORIA

## POSITION DESCRIPTION

<b>Position Title</b>	<b>Program Manager - Memory Lane</b>		
<b>Location</b>	Richmond	<b>Employment Status</b>	12-month fixed term contract
<b>Reports to</b>	Head of Social Impact, Sustainability and Special Projects	<b>FTE</b>	0.6
	INCUMBENT	SUPERVISOR	HR
<b>SIGNED</b>			
<b>DATE</b>			
<b>Position purpose</b>	<p>The Program Manager - Memory Lane is responsible for the strategic growth and development of the Flying Doctor's Memory Lane service.</p> <p>The role is responsible for developing key partnerships, increasing awareness of the service, and implementing volunteer opportunities. This position will work in collaboration with members of the Executive Leadership Team to develop a growth plan for Memory Lane.</p> <p>This role will be responsible for Memory Lane administration and coordination, including managing enquiries and bookings, with support from administrative staff from Primary Health and/or the Executive Office.</p>		

PDX.XX.XX Position Description – Program Manager – Memory Lane		Version 1
Date Implemented: 10/2022	Review Date: 10/2024	Authorised by: General Manager Primary Health
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<p><b>Key responsibilities:</b></p>	<ul style="list-style-type: none"> <li>• Identifying partners and key stakeholders, developing new stakeholder relationships and maintaining existing relationships</li> <li>• Developing and implementing a growth strategy for Memory Lane with a focus on increasing awareness, enquiries and trips</li> <li>• Working with the Flying Doctor Volunteer Coordinator to develop volunteers model for Memory Lane across the full scope of the service</li> <li>• Responding to Memory Lane enquiries and helping to organise Memory Lane trips</li> <li>• Collaborating with and supporting staff providing Memory Lane administrative assistance</li> <li>• Engaging with and supporting the Marketing and Fundraising team as required</li> </ul>
<p><b>Working relationships</b></p>	<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>- General Managers</li> <li>- Operational Management Team</li> <li>- Administrative support in Primary Health and/or the Executive Office</li> <li>- Memory Lane volunteers</li> <li>- Marketing and Fundraising</li> <li>- Other staff and volunteers as required</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>- Palliative care, hospice, aged care and end-of-life service providers</li> <li>- Primary and community health services (with relevant staff from Primary Health)</li> <li>- Corporate partners (with relevant staff from Marketing and Fundraising)</li> <li>- Providers of similar services in other states and territories</li> <li>- Media</li> <li>- Other stakeholders as required</li> </ul>
<p><b>Qualifications and experience</b></p>	<ul style="list-style-type: none"> <li>• Exceptional stakeholder engagement skills with a proven track record of building strong relationships and partnerships</li> <li>• Strong project and program management and organisational abilities</li> <li>• Entrepreneurial with experience in business development, ideally actively growing and expanding services/programs</li> <li>• Strategic thinking with the ability to see the big picture</li> <li>• Experience working in the Australian health system (desirable)</li> <li>• Experience working with palliative care, hospice, aged care and end-of-life service providers (desirable)</li> <li>• Experience with volunteer models (desirable)</li> </ul>

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<p><b>Skills, knowledge, mandatory requirements and competencies</b></p>	<ul style="list-style-type: none"> <li>• Knowledge of Microsoft Office products (Word, Excel, PowerPoint, Outlook)</li> <li>• Strong interpersonal and communication skills.</li> <li>• Understanding of quality management systems for service monitoring, analysis, reporting and improvement</li> <li>• Proven ability to act in a discreet and sensitive manner when required with a high degree of integrity, professionalism and confidentiality</li> <li>• Flexibility to travel periodically or as required</li> </ul>
<p><b>Travel and outside business hours expectations</b></p>	<ul style="list-style-type: none"> <li>• Some inter-state travel is required which may include overnight travel</li> <li>• Intra-state travel may be required</li> <li>• Ability to be contacted outside of normal business hours for escalation purposes</li> <li>• Full Victorian drivers licence in accordance with RFDS Vic driving record policy</li> </ul>
<p><b>Workplace health and safety</b></p>	<ul style="list-style-type: none"> <li>• Take reasonable care for own health and safety.</li> <li>• Take reasonable care for the health and safety of others including the implementation of risk control measures within their control to prevent injuries or illnesses.</li> <li>• Comply with all reasonable instruction to safeguard their health and safety.</li> <li>• Cooperate with any reasonable RFDS policies and/or procedures including the reporting of OH&amp;S hazards or incidents.</li> </ul>
<p><b>Code of Conduct and organisational values</b></p>	<p>All employees, members and volunteers of the Royal Flying Doctor Service of Victoria are mutually responsible for the success of the organisation. The organisation is committed to creating an environment in which all employees can realise their full potential. In return all RFDS Victoria employees are expected to make contributions that positively impact our customers, our patients, our communities, our business and each other.</p> <p>This includes:</p> <ul style="list-style-type: none"> <li>• Conduct to the highest degree of ethics and integrity</li> <li>• Creative thinking and openness to new challenges</li> <li>• Appreciating diversity in the workplace and treating everyone with courtesy and respect</li> <li>• Effective communication, which is open and honest</li> <li>• Modelling best practice and leadership</li> </ul> <p>Our organisational values are detailed in our Induction Handbook.</p>