

**Gallipoli Medical Research Foundation
Greenslopes Private Hospital
Newdegate Street
GREENSLOPES QLD 4120
ABN 42 077 750 693**



POSITION DESCRIPTION DETAILS:

Name:	
Position Title:	Foundation Coordinator
Direct Supervisor:	Fundraising Manager
Responsible to:	Fundraising Manager
Terms and Conditions:	Salary

PERFORMANCE MONITORING:

An initial review of performance will be undertaken within three months and then formally reviewed every 12 months based upon this position description.

LAST APPRAISAL DATE:

NEXT APPRAISAL DATE:

REVIEW OF POSITION DESCRIPTIONS:

This position description will be reviewed annually, when the position becomes vacant or as deemed necessary.

KEY PERFORMANCE INDICATORS:

To competently perform in this position, the person should possess the following knowledge, skills and experience based upon the following 6 Key Performance Indicators:

1. CUSTOMER SERVICE

Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients.

2. TECHNICAL SKILLS AND APPLICATION.

Demonstrated knowledge and application of the skills required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.

3. PERSONAL AND PROFESSIONAL DEVELOPMENT

Demonstrated experience and understanding of the need for continuation of both personal and professional development.

4. TEAMWORK AND COMMUNICATION

PD Last Reviewed:

Demonstrated ability to participate as an active member of a team, consistent with the philosophy and policies of the Organisation.

5. CONTINUOUS QUALITY IMPROVEMENT

Commitment to ensuring quality services are delivered to both internal and external clients through continuous improvement activities.

6. ADMINISTRATION AND DOCUMENTATION

Through the use of organisational processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

QUALIFICATIONS AND REQUIREMENTS:

Essential:	<ul style="list-style-type: none">• A minimum of 2-3 years experience in an administrative role• Proficiency in Microsoft Word, Excel and database management• Demonstrated ability to handle multiple tasks and meet deadlines• Previous experience in event management and mailing programs• Excellent written and verbal communication skills• Flexible and proactive approach to work
	Desirable:

KEY RESPONSIBILITIES

POSITION TITLE: **Foundation Coordinator**

Purpose of the position: This varied role provides administrative and fundraising support to the Foundation and ensures the smooth running of the Foundation office.

K.P.I. 1	DESCRIPTION
<div data-bbox="181 338 416 450" style="border: 1px solid black; padding: 5px; text-align: center;"> CUSTOMER SERVICE </div> <p data-bbox="134 472 440 607"><i>Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients</i></p>	<ul style="list-style-type: none"> • Serving customers is our top priority <ul style="list-style-type: none"> ○ Immediately respond to your customers' needs ○ Respect your customers' time and avoid keeping them waiting • Manage complaints effectively <ul style="list-style-type: none"> ○ Listen to understand ○ Empathise and apologise ○ Take action and follow it through • Illustrate good communication skills <ul style="list-style-type: none"> ○ Keep your customers informed ○ Sincerely express your interest and concern ○ Avoid technical jargon • Look and act like a professional <ul style="list-style-type: none"> ○ Treat your customers with respect ○ Take pride in yourself, your work area and the hospital ○ Promote and maintain a broad knowledge of the hospital's services • Ensure privacy is maintained <ul style="list-style-type: none"> ○ Respect and protect the customer's privacy ○ Maintain confidences and confidential information • Smile when greeting customers <ul style="list-style-type: none"> ○ Meet and greet customers with a warm and friendly smile ○ Use the customer's name, when possible ○ Demonstrate courtesy to customers at all times
K.P.I. 2	DESCRIPTION
<div data-bbox="181 1010 416 1144" style="border: 1px solid black; padding: 5px; text-align: center;"> TECHNICAL SKILLS & APPLICATION </div> <p data-bbox="134 1167 456 1346"><i>Demonstrated knowledge and application of the skills required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.</i></p>	<p>Provides administrative support to the Foundation staff and undertakes duties to ensure the smooth operation of the Foundation office, including:</p> <ul style="list-style-type: none"> - Reception duties - Accounts processing and database entry - Banking and receipting - Prepare meeting papers and documents including proof reading. - Direct mail program support - Assist with events and communication activities <ul style="list-style-type: none"> • Maintains confidentiality and utilises discretion as required. • Is able to use initiative and assimilate new information quickly.
K.P.I. 3	DESCRIPTION
<div data-bbox="181 1503 416 1659" style="border: 1px solid black; padding: 5px; text-align: center;"> PERSONAL & PROFESSIONAL DEVELOPMENT </div> <p data-bbox="134 1682 440 1794"><i>Demonstrated experience and understanding of the need for continuation of both personal and professional development.</i></p>	<ul style="list-style-type: none"> • Continually develops both personally and professionally to meet the changing needs of career and industry. • Attends all mandatory training sessions provided by the Hospital and is actively involved in other training and development as required. • Actively participates in the Performance Management process as required. • Evaluates own performance to identify strengths and areas where professional growth can occur.

K.P.I. 4	DESCRIPTION
<div data-bbox="181 282 416 394" style="border: 1px solid black; padding: 5px; text-align: center;"> TEAMWORK & COMMUNICATION </div> <p data-bbox="129 450 448 607"><i>Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, consistent with the philosophy and policies of the Organisation.</i></p>	<ul style="list-style-type: none"> • Demonstrates a willingness to work positively within a team to achieve team goals and the provision of excellence in care/service delivery. • Demonstrates and practices effective verbal, non-verbal and written communication skills with doctors, the general public, patients and hospital staff. • Performs other duties as directed by the manager. • Treats all individuals with respect and dignity, adhering to the Workplace Diversity Policy at all times. • Maintains and strengthens positive relationships with all other hospital staff. • Demonstrates proactive approach to problem solving.
K.P.I. 5	DESCRIPTION
<div data-bbox="181 745 416 857" style="border: 1px solid black; padding: 5px; text-align: center;"> CONTINUOUS IMPROVEMENT </div> <p data-bbox="129 913 440 1043"><i>Commitment to ensuring quality services are delivered to both internal and external clients through continuous improvement activities.</i></p>	<ul style="list-style-type: none"> • Demonstrates an understanding of all relevant external legislation and internal Policies and Procedures that relate to this position. • Is committed to Quality Improvement; initiates and contributes to Quality Improvement activities. • Participates in and contributes to occupational health and safety activities to ensure a safe work environment for community, staff and visitors. • Maintains the working area to a high standard giving attention to neatness. • Complies with each and every policy and procedure relevant to this position to ensure the effective and safe operation of the Foundation and the welfare and interests of all employees. • Complies with obligations under Section 30 of the Workplace Health and Safety Act (1995). <ol style="list-style-type: none"> 1. A person in control of a workplace has the following obligations – <ol style="list-style-type: none"> a. To ensure the risk of injury or illness from a workplace is minimised for persons coming onto the workplace to work; b. To ensure the risk of injury or illness from any plant or substance provided by the person for the performance of work by someone other than the person's workers is minimised when used properly; and c. to ensure there is appropriate, safe access to and from the workplace for persons other than the person's workers

KEY RESPONSIBILITIES (ctd)

K.P.I. 6	DESCRIPTION
<div data-bbox="150 434 416 546" style="border: 1px solid black; padding: 5px; text-align: center;">ADMINISTRATION & DOCUMENTATION</div> <p data-bbox="129 562 443 745"><i>Through the use of the organisational processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.</i></p>	<ul data-bbox="475 398 1388 456" style="list-style-type: none">• Ensures that all documentation is accurate and completed in a professional and timely manner.

Authorised by:

Chairman, Gallipoli Research Foundation

I have read, understand and agree to undertake the responsibilities and requirements as detailed in this position description.

Signature:

Date: