

# COORDINATOR – COMMUNITY EVENTS

FULL TIME POSITION



## WHO WE ARE & WHAT WE DO

St John Ambulance SA is a charity that has been supporting the wellbeing of South Australians for almost 140 years. We help tens of thousands of people across the state each year through the delivery of Event Health and Medical Services, first aid training and products, and social inclusion programs.

Within South Australia, St John engages more than 1,000 volunteers to support the community in the provision of Health and Medical Services and Community Care services. St John Ambulance SA also employs approximately 170 paid staff, located across the state.

## OUR OPPORTUNITY

The Coordinator – Community Events is responsible for bookings, coordination and administration of Community Events within the Health & Medical Services Team of St John Ambulance SA. This is a non-clinical, office-based role.

## TO BE SUCCESSFUL

- Qualifications in Health Administration/Business Administration (preferred)
- Experience within a health-care administration or administration background
- Experience with customer service/sales
- Ability to work in a dynamic, fast-paced environment
- Maintain up-to-date knowledge and understanding of relevant best practice guidelines, regulations, and licenses
- Exceptional organisational and planning skills, with the ability to manage multiple tasks and priorities
- Working knowledge of Microsoft Office suite
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## HOW TO APPLY

Excited about this role? Then we invite you to apply via [Seek](#) with your updated resume and cover letter, a one-page summary application outlining your competencies, past experience, and other relevant information that highlights suitability for the role. Enquiries may be directed to [HR@stjohnsa.com.au](mailto:HR@stjohnsa.com.au).

*St John SA values diversity in the workplace and is an equal opportunity employer. Employment is dependent upon a Criminal History check that St John finds satisfactory, a valid and current Working with Children Check, COVID vaccination certificate and you must provide evidence of the right to work in Australia.*

## St John Ambulance Australia SA Ltd

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# Job and Person Specification



<b>Position Title:</b>	Coordinator – Community Events – Health & Medical Services
<b>Department / Function:</b>	Health & Medical Services
<b>Reports to:</b>	Manager – Health & Medical Services
<b>Agreement / Non EEA</b>	TBC
<b>Classification – Grade:</b>	TBC

## About St John Ambulance South Australia

St John Ambulance SA's vision is to create a safe, supported, engaged and resilient South Australian community.

Our mission is to ensure the wellbeing of all South Australians is improved through St John Ambulance SA's delivery of innovative, client centred, and evidence based health, community and educational products and services. All of our work is underpinned by a professional network of volunteers and staff.

Our work in local communities encompasses health services, social connection programs, youth programs, first aid training and product sales, and supporting people during times of disaster – including bushfires and floods.

St John Ambulance SA acknowledges and pays respect to Australia's Aboriginal and Torres Strait Islander Peoples, the traditional custodians of the lands, waterways and skies across Australia.

### OUR VALUES



## Position Summary and Requirements

The Coordinator – Community Events is responsible for bookings, coordination and administration of Community Events within the Health & Medical Services Team of St John Ambulance SA. This is a non-clinical, office-based role.

## Key Relationships

<b>Number of Direct Reports:</b>	<ul style="list-style-type: none"> <li>• Nil</li> </ul>
<b>Key Internal Relationships:</b>	<ul style="list-style-type: none"> <li>• Manager, Health &amp; Medical Services</li> <li>• Operations Team Leader, HMS</li> <li>• Event Coordinator – Community Events</li> <li>• Operations Planner, HMS</li> <li>• Executive Director, Operations &amp; Community Services / Chief Clinical Officer</li> </ul>
<b>Key External Relationships:</b>	<ul style="list-style-type: none"> <li>• Event Clients &amp; Contractors</li> </ul>

Key Accountabilities	Key Tasks	Measures
<b>Health Services Operations</b>	<ul style="list-style-type: none"> <li>• Work closely with event clients to facilitate the event booking process which includes booking, quoting and invoicing for Community Events</li> <li>• Work closely with Manager, Health and Medical Services and Operations Team Leader to quote events in a timely manner</li> <li>• Management of databases including DEMS &amp; Salesforce to manage client data and information</li> <li>• Foster relationships with event clients including major contracted venues, existing clients and prospective clients</li> <li>• Support Bookings and Scheduling Coordinator with workload as needed</li> <li>• Collation and management of statistical data as required (including post event data and filing of patient record forms)</li> </ul>	<ul style="list-style-type: none"> <li>• Timely bookings and invoicing</li> <li>• Client satisfaction</li> <li>• Compliance with policies, procedures, and licences</li> <li>• Achievement of operational targets</li> </ul>
<b>Reporting and Data Collation</b>	<ul style="list-style-type: none"> <li>• Collation of Patient Record Forms</li> <li>• Completion of post-event Data</li> <li>• Prepare and/or present reports as directed by Manager</li> <li>• Identify any operational process improvement strategies/cost-saving measures and discuss with Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Timely and accurate reporting</li> <li>• Effective communication</li> </ul>
<b>Workplace Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Ensure a safe and healthy work environment through compliance with WHS legislation and St John policies and procedures.</li> <li>• Monitor and report on WHS arrangements in the learning environment</li> <li>• Follow safe and healthy work practices at all times, including reporting of hazards and incidents immediately, and referring WHS issues and requirements to manager</li> </ul>	<ul style="list-style-type: none"> <li>• Meets requirements of Authority to Practice relative to own clinical level</li> <li>• Work station self-assessment completed annually</li> <li>• Maintain compliance by completing all required training</li> <li>• Take a proactive and preventative approach to maintaining a safe work environment</li> </ul>

### Knowledge, Experience and Capabilities

- Experience within a health-care administration or administration background.
- Experience with customer service/sales
- Ability to work in a dynamic, fast-paced environment
- Maintain up to date knowledge and understanding of relevant best practice guidelines, regulations, and licences
- Exceptional organisational and planning skills, with the ability to manage multiple tasks and priorities
- Working knowledge of Microsoft Office suite

**Position Description:** Coordinator – Community Events

**Version Date:** 2 April 2024

**Approved By:**

## Personal Attributes

- Strong teamwork skills, with the ability to motivate and inspire team members to achieve their full potential
- Exceptional communication skills, with the ability to listen actively, convey complex information clearly, and build effective relationships with stakeholders
- High level of emotional intelligence, with the ability to manage and resolve conflicts in a constructive and positive manner
- A results-orientated mindset, with a focus on achieving targets and continuous improvement
- Flexibility and adaptability, with the ability to manage change and work effectively in a fast-paced, dynamic environment
- Strong problem-solving skills, with the ability to identify root causes and develop effective solutions
- Ability to collaborate with other teams and build effective working relationships
- Excellent time management skills, with the ability to prioritise tasks and manage competing demands effectively
- High level of integrity and professionalism, with a commitment to maintaining confidentiality

## Qualifications

- Qualifications in Health Administration/Business Administration (preferred)

## Essential requirements

- Experience working in administration or health administration
- Current C-Class South Australian Driver's License
- Must be prepared to relocate within St John should the need arise
- It is a requirement you undertake and hold a National Police Certificate and a current Working with Children Check both of which are acceptable to St John, prior to the commencement of employment. Continued employment is subject to the maintenance of satisfactory checks.
- Will be required to undertake Child Safe Environments training within the first 6 months of employment.

## General Position Information

There may be a minor requirement to undertake work outside of normal business hours as required.

## Job and Person Specification Review and Acceptance

<b>Job Holder</b>	<b>Name:</b>	
	<b>Signature:</b>	
	<b>Date:</b>	
<b>Supervisor/Manager</b>	<b>Name:</b>	
	<b>Signature:</b>	
	<b>Date:</b>	

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