



Position Title:	Project Officer
Role Type:	Full Time
Position Located:	Brisbane
Award Classification:	Social and community services employee level 3
Background	
<p><u>Palliative Care Queensland</u> (PCQ) is a leading charity and independent peak body representing palliative care providers, consumers and their families and those with an interest in palliative care in Queensland. PCQ was established in 1988 and is a membership-based organisation, supporting the individuals, families, carers, community members, as well as specialist and generalist health care professionals working with Queenslanders experiencing serious illness, dying, death and grief. Collectively, the PCQ membership body holds tremendous knowledge and wisdom about the challenges the sector faces and the opportunities those challenges can bring. PCQ is a founding member of Palliative Care Australia.</p>	
Position Summary	
<p>This position is responsible for supporting the PCQ programs and projects eg. Ambulance Wish Queensland, PalliChat Brisbane South and PalliLearn</p>	
Main Tasks and Responsibilities	
<ul style="list-style-type: none"> • Support all current PCQ Project team members in basic project or administration tasks • Receive Wish Referrals, work with the Program Manager to triage and correspond with the services, wish sites, wish team and wish recipients to plan the wish. Take notes at wish debrief sessions. Collate all wish documentation and compile into a draft summary report. • Respond to volunteer enquiries and applications. Support recruitment and training of volunteers. Schedule volunteers and check-in with them after their shifts. Communicate with volunteers to allocate volunteer tasks and activities. Provide basic level reports on volunteer activity • Coordinate the scheduling and venue/online booking for events and other activities including ticketing, runsheets, collating resource packs and evaluation • Assist with the development and review of project related resources eg. Ambulance Wish Qld, PalliChat Brisbane South and PalliLearn • Provide administration support for the PCQ PalliLearn program, populating the register, responding to PalliLearn enquiries, secretarial support for the program meetings and organizing facilitators and collating evaluations. • Contribute towards the development implementation and monitoring of the project processes, workflows and procedures • Provide secretarial support for relevant meetings including compilation of agendas, collation of information and preparation for meetings, minutes of meetings and follow up action items. • Provide general secretarial/administrative support for project teams including work processing, minute taking, data entry, filing, resource collation, postage, scanning and photocopying • Book, tidy and set up meeting rooms as required • Provide basic ICT support to the team as required • Demonstrate a strong commitment to a quality culture, implementing standards of excellence and a continuous improvement focus (including contribute towards systems and process improvement) • Other ad hoc support for the team as required within the scope of the relevant award 	

Key Attributes

Essential

- Experience in project coordination and administration skills, with ability to follow, monitor and report to plans
- Experience in maintaining a customer relationship management (CRM) system eg. PalCare, Raklet
- High digital literacy skills, in particular emails, excel and processing with the ability to learn new systems (ideally including Microsoft Office, Zoom, Survey Monkey and Eventbrite)
- A basic knowledge of ICT technical support
- Ability to maintain confidentiality of sensitive information
- High attention to detail, with high level of written and verbal communication skills, including ability to edit and proofread documents, publications, and communications
- Demonstrated strong customer service, interpersonal and communication skills and ability to establish effective working relationships
- Sound time management, planning, and organisational skills to meet the demands of the busy position
- Strong sense of initiative and an ethos of continuous improvement
- A strong understanding of the range of lived experiences of people with life limiting conditions and their carers/family and the capacity to inspire people to embrace person and family centered approaches to care
- A shared passion and determination to play a key role in delivering the mission and vision of the organisation

Desirable

- Experience with Better Impact software or similar volunteer systems
- Experience working in a small team environment

Our Inclusivity Statement

Palliative Care Queensland values diversity and is committed to creating an inclusive work environment. Recruitment and selection decisions are based on merit and not affected by irrelevant personal characteristics. We encourage people who identify with any of the following groups to actively seek employment with Palliative Care Queensland: Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ); Aboriginal and Torres Strait Islander (First Nations); people from Culturally and Linguistically Diverse (CALD) backgrounds and people with disability.

Benefits of working at PCQ

- Salary packaging benefits
- Employee Assistance Program
- A collaborative team environment that encourages new ideas and contributions
- An organisation that promotes an inclusive culture, work-life balance, and flexibility

TERMS AND CONDITIONS OF EMPLOYMENT

Requirements:
For acceptance of this position the employee must hold a current:

- National Police Check
- Queensland Blue Card or relevant AHPRA registration
- Queensland driver’s license
- Right to work in Australia

Evidence of the required documents must be provided during orientation or before.

EMPLOYEE ACKNOWLEDGEMENT (To be signed by the successful candidate)

By signing below the Position Holder confirms:

- Receipt and understanding of the duties required
- Agreement to fulfil the role to the best of his/her ability that he/she is not aware of any pre-existing conditions/impairments that might be affected by or impose limitations on the work to be performed; that failure to disclose any such conditions/impairments will mean indelibility to claim workers’ compensation on those conditions/impairments which subsequently recur or worsen
- Awareness of the requirement for the position

This signed document will be kept on the position holder’s personnel file.

Employee Full Name		Signature		Date	
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Position Description (PD) Approved by CEO

CEO Full Name	Shyla Mills	Date	17 September 2021	PCQ PD Code	PDRD0023
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