

POSITION DESCRIPTION



Cancer and Wellness Centre- Wellness Centre Program Coordinator

Supporting Everyone to be healthy and live well

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PURPOSE OF THE ROLE

Echuca Regional health recognises the importance of complementary therapies to assist in symptom relief and to improve the wellbeing for people with cancer. ERH Wellness Centre programs align with integrative cancer care.

The role of the Wellness Centre Program Coordinator is to plan, implement and coordinate Wellbeing programs from the Cancer and Wellness Centre for the relevant cohort of patients, carers and community attending ERH Cancer and Wellness Centre.

The role will develop and utilise systems and processes to engage and respond effectively to support seamless access to relevant services and programs.

The Wellness Coordinator role will support access to care and wellness programs and where appropriate will perform referral intake and clinical triage processes, inclusive of some level of care coordination to ensure timely care per Optimal Care and recommended treatment pathways. The Wellness Centre Program Coordinator will work collaboratively with and under direction of the Cancer and Wellness Centre Manager and other managers relevant to the discipline/role.

Wellbeing programs are made possible due to the important fundraising efforts and donations made to the service, this role will support the ongoing fundraising by working closely with the ERH Fundraising Committee.

Position Details	
Position Title:	Wellness Centre Program Coordinator
Department	Cancer and Wellness Centre
Reports to:	Cancer and Wellness Centre Manager
Positions Reporting to this role:	Wellness Centre Service providers and volunteers
FTE:	0.5 EFT
Enterprise Agreement:	Allied Health Professionals EA 2021-2026. Nursing & Midwives Enterprise Agreement 2024-2028
Position Classification:	Registered Nurse - CNC A-B Allied Health - Grade 3
Position Description last reviewed:	June 2025

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Key Accountabilities

Professional Leadership

Working closely with the Cancer and Wellness Centre Manager, establish, grow and maintain Wellness Program and implement a program of Wellbeing services, inclusive of health professional led, contractor and volunteer supported programs.

Coordinates the daily operational delivery of programs, including existing programs; and including bookings, promotion of programs to staff, patients and the community.

Ensuring all equipment and resources for each program is maintained, set up, stored and available as required.

Conduct appropriate programs and support groups as required and undertake facilitator training as required.

Develop, maintain and update the Wellness Centre Program online booking system.

Creates pathways for patient access to wellness programs within and from outside the health care setting.

Ensure all Wellness Centre policies and procedures are up to date and relevant.

Support and coordinate volunteers in collaboration with Cancer and Wellness Centre Manager and ERH Volunteer Coordinator.

Work with the ERH fundraising committee, CWC Manager and relevant others to identify potential fundraising streams and funding opportunities.

Co-ordinate and attend Wellness Centre operational, planning and special interest group meetings.

Maintain Cancer resources library.

Works with CWC Manager and relevant ERH roles to assist with maintaining records relating to contracts, credentialing, orientation, training and supervision of external providers of complementary/wellbeing therapies.

Support referral intake and triage for timely access to services and care.

Data Management

Collect and record attendance data and any other service, clinical or activity data relevant to the operation of Wellness Centre.

Quality, Education & Research

Participate in audits, inspections, and quality improvement initiatives

Evaluate and assess programs and services running from the Wellness Centre and provide periodic reports to the Cancer and Wellness Centre Manager.

Promotes, supports and enables continuing professional development for wellness centre team.

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Organisational Responsibilities

Positively promote ERH within and externally to the organisation
Comply with the ERH and Victorian Public Sector Code (VPS) of Conduct
Each employee has a responsibility to comply and promote practices with all ERH policies and procedures and familiarise themselves with those relevant to their position
Comply with relevant registration bodies mandatory continuing professional development requirements
Carry out all work and interactions in alignment with the CARE values
Report all incidents and near misses as soon as possible after the event
Participate in risk management activities and assist with identification and control of risks within their department or area of work
Actively support compliance with the National Safety & Quality Health Service Standards and other professional standards and relevant regulatory requirements

CARE Values

All staff are expected to behave in a way that is in alignment with our corporate values:	
Collaboration 	Works with a team focus Cooperates with others and gains input and support to assist in achieving objectives We work with others to achieve shared goals
Accountability 	Monitors the impact of one's own behaviour on others Supports a "no-blame" culture in reporting incidents and helping to effectively resolve them
Respect 	Treats people fairly and openly Treats people with dignity Demonstrates personal standards of consistency, tolerance and patience
Excellence 	Consistently supports and follows organisational policies and procedures Actively participates in identifying opportunities to improve what we do

Key Relationships

Internal	External
Cancer and Wellness Centre Manager	Contracted Service Providers
ERH Public Relations Officer	Consumers
Cancer and Wellness Centre Nursing, Allied Health, corporate and clerical teams.	Wellness Centre Managers- other orgs.
Volunteer Coordinator and Volunteers	
Other professional or departmental managers directly related to discipline, program content or access	

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Key Selection Criteria

Essential:

Qualifications:

- Relevant degree or higher qualification Nursing, Allied Health and health related field
- Current AHPRA registration or eligibility for registration with relevant Allied Health discipline body

Mandatory skills

Demonstrated understanding of the impact of cancer on the physical, financial, spiritual and emotional health of individuals and the need for strategies which aim to improve wellness and quality of life.

Demonstrated high level of communication skills including negotiation and interpersonal skills, able to present oral and written reports.

Demonstrated ability to create and work within a positive team environment; provide support to health professional, therapists and volunteers.

Demonstrated customer service skills.

Satisfactory evidence of; National police check, Working with Children's and Vaccination status in line with policy and procedure at this time. ERH will not make a formal offer of employment until a candidate provides these documents.

Desirable:

Experience with aspects of fundraising activities.

Demonstrated experience with Microsoft Office Software, computer literacy skills and digital competence.

Ability to develop and implement projects; have the ability to work autonomously while managing competing priorities, timeframes and be comfortable with change.

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Leadership Capabilities					
The table below indicates the leadership capability levels required. This table will need to be read in conjunction with the ERH Leadership Capability Framework.					
✓ PLEASE USE A TICK ICON TO INDICATE REQUIRED LEVEL					
Category	Descriptors	Foundation	Proficient	Advanced	Highly Advanced
Collaboration 	Inspires direction & purpose		✓		
	Turns challenges into opportunities		✓		
	Communicates effectively			✓	
	Builds relationships			✓	
	Works collaboratively			✓	
Accountability 	Acts with integrity			✓	
	Demonstrates accountability			✓	
	Drives accountability		✓		
	Manages self			✓	
	Promotes innovation			✓	
Respect 	Accessible communicator		✓		
	Values difference		✓		
	Consistently articulates direction		✓		
	Empowers others		✓		
	Respectfully influences		✓		
Excellence 	Delivers results			✓	
	Plans and prioritises		✓		
	Thinks and solves problems		✓		
	Consumer focus			✓	
	Innovation change leader		✓		

TERMS & CONDITIONS OF EMPLOYMENT:

Terms and conditions are in accordance with the Letter of Offer and Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Signed: _____ Date: / /

Print Name: _____

cc: Employee File