



<b>POSITION TITLE</b>	Senior Inclusivity Coordinator
<b>REPORTS TO</b>	Team Leader, AOD & Wellbeing
<b>DIRECT REPORTS</b>	Nil
<b>TEAM</b>	Primary Mental Health & Wellbeing
<b>LOCATION</b>	WQPHN Office
<b>POSITION CLASSIFICATION</b>	Level 3
<b>RELEVANT AWARD &amp; CLASSIFICATION</b>	Award Free
<b>EMPLOYMENT STATUS &amp; HOURS</b>	Full time, 76 hours per fortnight

## Primary Purpose

To support the Senior Manager, Primary Mental Health & Wellbeing to drive strategic diversity, equity, and inclusion solutions within the Western Queensland region.

## Role Functions

The Inclusivity Coordinator role is responsible for the following key functions within the WQPHN organisation:

- Advise and support the Senior Management Team and Executives to ensure inclusivity practices are considered when planning and commissioning with our Alliance partners and other providers to achieve beneficial outcomes for people living with a disability and diverse groups in Western Queensland regions.
- To develop internal and external relationships to advance diversity, inclusion, and a sense of belonging within the WQPHN organisation and region.

## Key Responsibilities and Accountabilities

The Inclusivity Coordinator shall achieve key accountabilities and performance indicators, including:

1. Collaborate with Senior Management and HR to project manage and implement cultural change, workforce diversity, equity, inclusion, and gender initiatives. This includes tasks such as leading the development of accreditation guidelines, coordinating external communications (e.g., social media design), and managing stakeholder engagement with the Primary Care & Chronic Disease (PCCD) team to assist with GP practices and other partners
2. Lead and manage the design and implementation of training and capacity-building programs focused on cultural competency, diversity, and inclusion. Oversee the project lifecycle of these initiatives, from concept to delivery, ensuring timelines, resources, and deliverables meet WQPHN's objectives. Empower staff and partners in delivering culturally safe and accessible services.
3. Drive and support WQPHN's strategic approach to diversity and inclusion, ensuring key projects align with key strategic objectives. Contribute to the development, monitoring, and evaluation of the regional Diversity & Inclusion Strategy, and lead specific project deliverables from initiation through to completion.
4. Contribute to the development, implementation, monitoring, and evaluation of a regional Diversity & Inclusion Strategy by actively participating in and supporting the implementation of initiatives and lead the region in achieving the actions and deliverables set out in the regional Diversity & Inclusion Strategy.
5. Manage stakeholder partnerships and engagement, including First Nations groups, LGBTIQ+ communities, and other underrepresented priority populations, ensuring their input is embedded in WQPHN service planning. Oversee stakeholder communications and project timelines, representing WQPHN in external working groups and ensuring timely delivery of inclusivity-related projects.

6. Translate policies, protocols, and legal requirements into project frameworks, ensuring that relevant deliverables are met, including social procurement commitments. Provide project management support to leads overseeing these initiatives, coordinating efforts to ensure adherence to contractual and statutory requirements.
7. Support the Performance & Contracts team in strengthening WQPHN's social procurement response by applying project management principles to enhance service commissioning across the WQPHN region, ensuring inclusion and diversity goals are consistently met.
8. Monitor, evaluate, and report on project outcomes, specifically focusing on the effectiveness of diversity and inclusion initiatives. Use data, metrics, and feedback to measure impact, assess performance against KPIs, and inform continuous improvement, adhering to project timelines and reporting requirements.
9. Collaborate with the Primary Mental Health & Wellbeing team on key projects that gather and implement community feedback related to diversity, disability, mental health, and wellbeing. Ensure stakeholder consultations, such as workshops and meetings, are delivered within project scope and contribute to desired outcomes.
10. Ensure project alignment with WQPHN's Value-Based Health Care (VBHC) framework, contributing to the design and management of initiatives that leverage diversity and inclusion as key drivers of innovation and sustainable patient-centred care.
11. Adhere to all established Information Security Management System (ISMS) and Quality Management System (QMS) policies, procedures, and guidelines to ensure the protection and compliance of the organisation.
12. Undertake other such duties and training as may reasonably be required and which are consistent with the level of responsibility of this position.

## Our Commitment to Reconciliation

WQPHN is committed to undertaking all work within a culturally inclusive, sensitive and safe framework that supports Reconciliation. The [Reconciliation Action Plan](#) shows WQPHN's commitment and dedication to embedding reconciliation initiatives into everyday work.

## Minimum Qualifications and Competencies

1. Tertiary qualifications in health or human services or equivalent experience, ideally gained in a large and diverse social service industry organisation.
2. Demonstrated knowledge and understanding of diversity and inclusion principles, theories, and best practices, with a commitment to staying informed and updating key stakeholders on emerging trends.
3. Strong project management skills, including data collection, analysis, and experience in designing, developing, and implementing programs or training.
4. Excellent written, verbal, and interpersonal communication skills, with the ability to build relationships and convey complex ideas clearly, including preparation of reports, agendas, and general correspondence.
5. Highly developed organisational and problem-solving skills, with the ability to manage conflicting deadlines, planning, and time management.
6. High-level understanding of the health, social, and emotional well-being needs of regional, remote, and rural communities, with the ability to engage diverse groups and represent WQPHN autonomously in a professional and appropriate manner.
7. Competency and experience in computing applications, including SharePoint, word processing, spreadsheet, database, presentation software, and similar.
8. A current Australian driver's licence, unrestricted for work purposes.

## Key Performance Measures

### Professional

1. Demonstrated competence in coordinating stakeholders and integrating inclusive services to meet complex social, wellbeing, and mental health needs in remote, rural, or regional environments, with meticulous attention to program management, reporting, and compliance with funding and legislative obligations.
2. Proven capacity for performance management, displaying initiative and efficiency in time management, prioritisation, and problem-solving with minimal supervision.

### Communication & Engagement

3. Demonstrated high level interpersonal skills (written and oral), with cultural, diversity and disability understanding and respect to collaborate effectively with a range of key stakeholders (including ACCHOs), community members, commissioned providers, suppliers, and staff, within a geographically dispersed multi-disciplinary context, and to contribute to a positive culture around inclusion.

### Control, Continuous Improvement and Compliance

4. Demonstrated ability to develop information system improvements and actively support:
  - a. continuous quality improvement and change, professionalism, teamwork and performance accountability;
  - b. workplace policies including employment equity, anti-discrimination, workplace health and safety; and
  - c. privacy principles and confidentiality, including sensitive health records.

### General

1. Demonstrate and model the WQPHN values.
2. Deliver against allocated WQPHN strategic objectives, business plan and PPQF, reflecting the Health Needs Assessment and DoHAC deliverables.
3. Meet 100% completion of mandatory and organisational training priorities.

## Key Relationships

### Internal

- Senior Management Team
- Office of the Chief Executive Officer
- Primary Health & Commissioned Services Team
- Strategy, Planning & Performance Team.

### External

- Department of Health & Aged Care (DoHAC) and other government departments
- RFDS, CheckUP, HWQ and other partner organisations related to PHN primary healthcare activities
- Queensland Health and other hospitals or health services across three HHS regions
- Nukal Murra Alliance
- Aboriginal Controlled Community Health Organisations (ACCHOs), and other First Nations health and support organisations
- Clinical service providers and other health professionals including general practice
- Disability and Diversity peaks, organisations and networks
- Other health service providers, community sector agencies, contractors and business advisors.



## Acceptance

<b>EMPLOYEE NAME</b>			
<b>EMPLOYEE SIGNATURE</b>		<b>DATE</b>	