

Position Description

Position Title	Program Coordinator (Peer Support)
Location	Brisbane
Team	Consumer Programs
Employment Status	Part-time
Award	Social, Community, Home Care and Disability Services Industry Award 2010 (Social and Community Services)
Level	4
Reports to	General Manager Consumer Programs
Direct Reports	Nil
Version	May 2025

PURPOSE OF POSITION DESCRIPTION

The purpose of this position description is to document the purpose, desired candidate attributes and key responsibilities encompassed within the role. The key areas of responsibility and performance indicators are tied to performance review and career development. This document should be reviewed annually as changes in the organisation may result in the need to update the position description.

SECTION 1

OUR VISION

Lung Foundation Australia enables life-saving lung health and lung cancer research, and champions programs so that Australians with lung disease and lung cancer can live their best life.

OUR MISSION

By 2030, Lung Foundation Australia will be recognised as one of the world's most innovative and effective lung health charities and a fearless leader of lung health and lung cancer policy, programs and research.

STRATEGIC PILLARS

- Healthy lungs for all
- Australia's lung health research funding incubator
- Impactful and meaningful lung disease programs and support
- Valuing our people
- Purposeful leadership and ethical governance.

LUNG FOUNDATION AUSTRALIA VALUES

Our values are represented by **BE FAIR**

- **Bold** | be proactive and take risks that achieve our Mission.
- **Entrepreneurial** | be focused on outcomes and strive to find new ways of working, remembering we are profit-for-purpose.
- **Fair** | be equitable and work in the interests of all our stakeholders, particularly patients and their carers.
- **Agile** | be responsive and proactive to create positive change.
- **Innovative** | be inventive and find new ways of doing things that achieve our Mission.
- **Respectful** | be honest and work hard every day in every way – we are funded by the community they should expect nothing less.

OUR TEAM

Lung Foundation Australia is an award-winning profit for purpose organisation and national peak health and advisory body. Lung Foundation Australia aspires to be an Employer of Choice. Lung Foundation Australia is entering a period of accelerated growth consolidating three years of strong performance which saw the Foundation named Non-Government Organisation of the Year in 2020 and The Voice Projects Best Place to Work over the last three years.

Before applying we encourage you to learn more about our Mission and impact by reading our Annual Impact Report <https://lungfoundation.com.au/about/annual-reports/>

We operate from three offices: Brisbane, Sydney and Melbourne with a national footprint established by our support and research programs. We are committed to work life balance and flexibility in the workplace.

As our impact grows with increased government and community funding so does our team and our army of volunteer supporters.

SECTION 2

PURPOSE OF THIS ROLE

Primarily, the Program Coordinator (Peer Support) will be responsible for co-ordinating peer support activity across Lung Foundation Australia and increasing user engagement in peer support services. Currently LFA provides peer support across various lung diseases and lung cancer utilising a variety of models such as a dedicated online network, peer-to-peer matching and face-to-face group support. Our aim is to ensure all people impacted by lung disease and lung cancer have access to the evidence-based option of peer support. As the Coordinator you will be involved in both facilitating and implementing the delivery of peer support services, as well as supporting the accurate collection, evaluation and maintenance of data, ensuring appropriate documentation is completed, and procedural administration is kept up to date. This is a forward-facing role, that will have significant contact directly with consumers, and involves lead nurturing, group facilitation, and continual improvement of training.

Working within the consumer stream you will be involved with managing key relationships across our networks, on both a formal and informal basis, including interaction with consultative advisory

committees, establishing relationships with health professionals and other activity that contributes to improved outcomes for our consumers. You will work across the organisation to ensure all outputs and outcomes are of a high calibre and directly aligned with the overall strategy of Lung Foundation Australia.

SKILLS, QUALIFICATIONS AND KEY ATTRIBUTES REQUIRED (KEY SELECTION CRITERIA)

Qualifications

- Tertiary qualifications in any of the following disciplines: allied health, population health, health or social sciences, and or chronic disease management.

Experience

- Prior project coordination experience as well as experience in the not-for-profit sector would enhance your suitability.
- Experience in utilising client relationship management/database software (Salesforce).
- Prior experience in engaging with people who are living with a health condition.

Knowledge and Skills

As the ideal candidate, your skills and attributes include:

- Highly developed written and verbal communication skills, with the ability to communicate effectively to a range of different audiences.
- Attention to detail and excellent organisation skills.
- Excellent interpersonal skills, with the ability to build relationships across a diverse range of stakeholders, internally and externally.
- Proven ability to work autonomously and cross-functionally across teams.
- Ability to effectively and efficiently manage competing priorities.
- Demonstrated proficiency in Microsoft Office 365 suite.
- Digital literacy and ability to use CRM systems such as Salesforce.
- Ability to travel interstate to other office locations as required.

As part of your induction process you will be required to undertake the following:

- National Police Check
- Working with Vulnerable Persons Check

KEY AREAS OF RESPONSIBILITY AND PERFORMANCE INDICATORS

The major areas of work, organised as key areas of responsibility and performance indicators, are outlined in this section.

Key Areas of Responsibility	Performance Outcomes

Program Coordination	• End to end development of peer support program. Implement program improvements in line with strategy and annual planning. • Ensure alignment with best practice and current LFA strategy. • Maintain appropriate documentation including project plans and evaluation frameworks. • Oversee program budget funding and peers support program finances. • Review and update existing peer support policies and procedures. • Facilitate the delivery of peer support services. • Maintain and enhance digital infrastructure to support peer connection. • Manage & coordinate program volunteers, including recruitment, selection, training and support. • Provide end to end program training for LFA employees. • Assist GM in finessing creative program campaigns.
Project Management	• Assist GM as and when with ad-hoc projects. • Ensure projects are delivered on time and with quality outputs. • Responsibility for program communications, working closely with Information and Support, Marketing and Communications Team and with consumers. • Manage reporting requirements for funding that has been received – grants and sponsorships.
Peer Support	• Coordinate the delivery of peer support activities. • Ensure peer support activities are aligned with best practice and current LFA strategy. • Maintain appropriate documentation including project plans, database records and evaluation frameworks. • Maintain and enhance digital infrastructure to support efficient peer connection. • Nurture and convert leads to increase utilisation of peer support services. • Coordinate data collection and reporting requirements across the peer support models and produce reports as required.
Stakeholder Engagement and management	• Work collaboratively with internal and external stakeholders to achieve shared objectives. • Engage with health consumers to assist in the understanding of their unique lived experience.

	• Strong stakeholder engagement is evident in the development of documentation, solutions and services. • Effective working relationships are developed and maintained. • Actions and outcome of formal meetings are documented, and necessary follow-up conducted in a timely manner. • Contribute to funding grants and sponsorship proposals that look to provide funding for the program.
Continuous quality monitoring and improvement	• Timely identification of any issues of concern and implementation of risk mitigation strategies as instructed. • Complete quality accreditation tasks as needed.
Team contribution and effectiveness	• Be a champion for the peer support program. • Positive contribution to team environment through the demonstration of behaviours that reflect Lung Foundation Australia values – BE FAIR. • Work in a consultative manner with the senior leadership team and in collaboration with broader team to achieve goals. • Work synergistically within and across teams of Lung Foundation Australia. • Regular cross-organisation communication of program activity. • Participation in Lung Foundation Australia events and meetings as required. • Compliance with Lung Foundation Australia values, policies, procedures and statutory obligations.
Workplace Health & Safety (WHS)	• Compliance with legislative and Lung Foundation Australia WHS Policy. • Ensure a safe working environment for self and others, including when working from home.

SECTION 3

REPORTING RELATIONSHIPS

This position will report to the General Manager, Consumer Programs.

EXTERNAL RELATIONSHIPS

This position works with a variety of internal and external stakeholders to deliver projects and activities, including consumers, committees, health professionals and funding sources.

SECTION 4

PERFORMANCE APPRAISALS

Performance review and career development discussions will take place six monthly after probationary period with your manager.

SECTION 5

ACCEPTANCE OF POSITION DESCRIPTION

This position description is intended to describe the general nature of the duties performed. It is not intended to be a complete list of all responsibilities, duties and skills required of the position. Other appropriate duties may be assigned that are not listed in the position description.

My signature below indicates that I have reviewed, accepted, and received a copy of this position description.

(Employee name)

Date