

## Position Description

Position title:	Professional Development Co-ordinator - QLD
Location:	QLD Office - Eight Mile Plains
Position type:	Full Time
Approved by:	General Manager, Education
Date approved:	March 2022

### About us

The Australian Physiotherapy Association (APA) is the peak body representing the interests of over 30,000 physiotherapists in Australia. It does so by advocating for access to quality physiotherapy services, providing leadership in the wider health landscape, creating lifelong information and learning opportunities for members, and promoting the value of physiotherapy to the community.

The APA is proud to have a great working culture and it is underpinned by our values:

- Accountability | Excellence | Collaboration | Courage | Respect.

### About the role

This role reports to the Branch Manager QLD. The role is to operationalise the approved PD products that forms the APA professional development calendar.

To contribute to the branch operations that deliver on strategic vision and direction as outlined in the APA Strategic Plan and Branch Blueprints.

### Key Relationships

- Manager, Professional Development Delivery, to ensure that all PD is delivered as per national plan, budget and professional expectation.
- Branch Professional Development/Membership Officer to co-ordinate workload and duties associated with the delivery of the QLD PD calendar.
- Marketing team to ensure PD promotion contains accurate and up to date content.
- Office Bearer committees including National Group State Chapters and Branch Council to ensure exceptional service in the coordination and delivery pre, during and post event is delivered.
- Manager, State Branches for branch strategic direction.

## Key Responsibilities

- To efficiently deliver the APA's professional development (PD) calendar of events, through high quality end to end logistical co-ordination and service delivery.
- To assist with the development of the schedule of the APA PD calendar of events.
- Contribute to the planning and delivery of branch member engagement events in QLD.
- To assist in the development & monitoring of accurate course budgets.
- Contribute to the Education Division's efforts to develop and implement evolving strategies to deliver online member engagement.
- Provide administrative support and general office duties that contribute to the efficient operation of the Branch Office as instructed by the Branch Manager.
- Assist in the supply of content regarding professional development activities for branch reporting and member communication.
- To enter data in our internal databases in a timely manner that is accurate, and in line with APA event listing guidelines.
- Provide a high level of customer service to internal and external stakeholders.
- Participate in the delivery of member and consumer engagement events as instructed by the Branch Manager, Manager of Operations or General Manager of Education.

## About you

- Previous experience in a member organisation, learning and development or event management role
- Highly developed written and verbal communication
- Effective organisation and interpersonal skills
- Knowledge and experience in stakeholder engagement and managing expectations
- Ability to work as part of a team to deliver on projects with competing priorities and tight deadlines
- Good computer skills and proficient in all elements of the Microsoft Office Suite.
- Experience with online event delivery platforms would be advantageous.
- High degree of professionalism and commitment to customer service excellence
- Team focused attitude and ability to work with on the ground and virtual teams

## Special requirements

- Participation may be required at meetings and events that will occasionally fall outside of normal business working hours and can include local or interstate travel. Time in Lieu for these events will be accrued in line with APA's policy regarding Hours of Work.
- All employees are required to demonstrate behaviours that are in line with the APA's values and Customer Service Charter when interacting with internal and external stakeholders at all times.