

POSITION DESCRIPTION

Position title:	Professional Development Officer - QLD
Location:	Eight Mile Plains, QLD
Position type:	Full time
Approved by:	General Manager, Education
Date approved:	June 2018

About APA

The Australian Physiotherapy Association (APA) is the peak body representing the interests of over 24,000 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 working with stakeholders to support members' interests.

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

- Professional
- Excellence
- United
- Community minded
- Visionary

About the role

To operationalise the approved Professional Development (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.

Reporting relationships

This role reports to the Branch Co-ordinator QLD.

Other Key (non-reporting) relationships

- Team Leader, Professional Development 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 ensure the smooth delivery of the APA's professional development (PD) calendar of events in QLD, through high quality end to end logistical co-ordination and service delivery.
- To assist with the development of the schedule of QLD PD calendar of events.
- Contribute to the planning and delivery of branch member engagement events included in the QLD calendar.
- To develop and monitor accurate course budgets associated with QLD PD events.
- Provide pivotal liaison contact between the QLD Branch, Professional Development Unit and National Group State Chapter Committees to facilitate the efficient delivery of the Professional Development calendar of events.
- Supply 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 Co-ordinator, Manager of State Branches or General Manager of Education.
- Provide administrative support and general office duties that contribute to the efficient operation of the Branch Office as instructed by the Branch Co-ordinator.

Selection criteria

- 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
- 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.