



Position Description

Engagement Projects Officer

POSITION	LOCATION	REPORTING RELATIONSHIP
Engagement Projects Officer (casual)	East Perth	Reports to the Engagement Manager

ORGANISATIONAL CONTEXT

The Health Consumers' Council of WA is an independent community-based organisation which has operated since 1994, representing the consumer's voice in health policy, planning, research and service delivery.

The Council provides an advocacy service to health consumers experiencing difficulties in the health system as well as training and support for consumers who want to support reform processes as a consumer representative.

POSITION OVERVIEW

This position supports the work of the Engagement Team. The role is varied and project-based. It is subject to the requirements of the team and availability of financial resources.

VISION, MISSION, PURPOSE AND VALUES

Vision

- Equitable, person-centred healthcare for all West Australians.

Purpose

- To increase the capacity of all people to influence the future direction of health care and to make informed choices.

Values

- Respect – valuing diversity and actively seeking everyone's contribution
- Empathy – considering other peoples' world views, experiences and emotions
- Equity – advocating for the whole community
- Collaboration – working together to achieve positive outcomes
- Integrity – aligning our actions with our values
- Accountability – taking responsibility for our actions, measuring our effectiveness
- Innovation – creating new ways to achieve effective outcomes
- Knowledge – applying the latest learning to our practice and procedures

KEY RESPONSIBILITIES

Engagement team projects

To support a range of projects within the Engagement team's portfolio – details to be confirmed for each contract. Activities will be undertaken under limited direction from the Engagement Manager.

Projects could include:

- Stakeholder engagement activities
 - Drafting and implementing stakeholder engagement and communications plans
 - Organising and participating in the facilitation of focus groups
 - Creating basic surveys and analysing survey results
- Marketing and communications activities
 - Supporting events – including planning, organising, attending and evaluating
 - Developing and implementing communications – including website, emails and newsletters
 - Liaising with stakeholders by email, phone or in person
 - Creating social media posts in line with a plan
- General project coordination
 - Preparing, monitoring and reporting on project plans
 - Liaising with project stakeholders to ensure tasks and deliverables are achieved in line with project plans

INDIVIDUAL COMMITMENT

- Actively embraces and integrates HCC's purpose, vision, mission and values into the role, and models appropriate behaviours
- Conforms to HCC's code of conduct; policies and procedures; and relevant legislation & standards

KEY OUTCOMES

- To be agreed for each project

CULTURAL COMPETENCIES

- Willingness to develop understanding of Aboriginal primary health care and the social determinants of health
- Willingness to develop an understanding of Noongar culture, to engage with Aboriginal families, culturally and linguistically diverse (CaLD) communities, and work in partnership

EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS

ESSENTIAL

1. Good literacy and writing skills and strong communication and interpersonal skills
2. One to three years' experience in a similar role.
3. Ability to quickly develop and maintain productive working relationships with stakeholders across the health system in WA including clinicians, other staff, consumers, carers, families, and community members.
4. Collaborative working style with an ability to work within a team
5. Reliable and flexible attitude
6. Competent in Microsoft Office suite – Word, Excel
7. Able to develop ability to use CRM Dynamics database
8. Good decision-making skills and the ability to work autonomously and within deadlines

DESIRABLE



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1. Experience using project management tools including project scopes, project plans, Gantt charts etc
2. Knowledge and experience in contemporary stakeholder engagement principles & practices
3. Connected into existing networks across health system in WA

OTHER REQUIREMENTS

- Must hold Australian citizenship, or be a permanent resident of Australia
- National Police Clearance – HCC can organise this

Executive Director Approval:

Date: 27/03/2019

Creation Date: 27/03/19

Date Reviewed: 31/03/21