

Position Description

Engagement Officer

POSITION	LOCATION	REPORTING RELATIONSHIP
Engagement Officer	Mt Lawley and home	Reports to the Deputy Director

ORGANISATIONAL CONTEXT

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

HCC provides an individual advocacy service to health consumers experiencing difficulties in the health system. We also facilitate respectful partnerships and inclusive, meaningful engagement at all stages and all levels so that people are able to access support to ensure diverse lived experience voices drive positive change.

POSITION OVERVIEW

This position works on a range of engagement and partnership activities with a wide range of stakeholders including consumers, carers, community members, people with lived experience and staff working in government, health care and social care.

This person also supports people who volunteer with Health Consumers' Council. This includes recruiting, inducting and communicating with them over the course of their volunteering role with the organisation.

As well as having responsibility for their own work program of both on-going work and project work, the person in this role will also support the work of other members of the Engagement Team.

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

1. Respect: valuing diversity and seeking everyone's contribution.
Respect is the foundation we build our relationships on.
2. Kindness: considering other people's world views, experiences and emotions.
Kindness and listening to validate can have far-reaching positive effects
3. Equity: advocating for the whole community
We challenge ourselves to look beyond stereotypes and meet people where they are
4. Working together: collaborating to achieve positive outcomes
We can go further and faster in partnership
5. Integrity: aligning actions with our values and measuring outcomes to continuously improve
We reflect on what we do and why we do it. We transparently report on our outcomes.
6. Empowerment: sharing knowledge and resources to support informed choice and positive change
We believe in informed choices and the importance of lived experience to drive positive change

KEY RESPONSIBILITIES

ENGAGEMENT AND PARTNERSHIP ACTIVITIES (approx. 90% of the role)

To undertake a range of projects and activities within the Engagement team's portfolio including:

- Organising and delivering training and presentations to a range of groups including consumers, carers, community members, people with lived experience and staff working in government, health care and social care
- Planning, organising and delivering events and workshops – including virtual, face-to-face and hybrid (i.e. both virtual and face-to-face)
- Under direction from other team members, to plan and organise a program of activities to support and build the consumer, carer, community and lived experience representative network, including training activities, networking activities and nurturing online communities using a range of mechanisms including Facebook.
- Analysing feedback from events, workshops and activities and creating reports to share this information with a range of stakeholders
- General engagement project coordination including
 - preparing, monitoring and reporting on project plans
 - liaising with project stakeholders to ensure tasks and deliverables are achieved in line with project plans
 - monitoring and reporting on project budgets
- responding to enquiries from a wide range of stakeholders about engagement and partnership practices
- Updating and maintaining record-keeping systems including Eventbrite, Mailchimp and a customer relationship management (CRM) platform
- Under direction from other team members, creating and distributing engaging content for a range of platforms including social media, website, email, MS Teams and publications.

VOLUNTEER COORDINATION ACTIVITIES (approx. 10% of the role)

- develop volunteer role descriptions for a range of HCC activities as directed by the Leadership Team
- write and place advertisements for volunteers for a range of opportunities
- liaise with potential, current, and previous volunteers including by email, telephone and in-person
- create and maintain volunteer administration processes and systems including a volunteer database, volunteer induction materials, and volunteer evaluation mechanisms
- work with other HCC staff to create and deliver training for current and potential volunteers to enable them to carry out their volunteering activities
- ensure that volunteers are aware of the relevant processes and procedures that are in place to support and protect volunteers and HCC.

INDIVIDUAL COMMITMENT

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

KEY OUTCOMES

- Consumers are supported to participate, engage and partner with the WA health system
- Consumer representatives are given opportunities to build knowledge, network and share experiences
- The WA health system is aware of how to facilitate partnerships with consumers in the design, delivery and evaluation of health services
- The WA health system is supported to partner with consumers in the design, delivery and evaluation of health services
- People who wish to volunteer with HCC are able to find out about volunteering opportunities, be provided with relevant training to enable them to carry out the volunteer activities.
- Records relating to all activities are kept appropriately.

CULTURAL COMPETENCIES

- Willingness to develop understanding of Aboriginal 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. Excellent literacy and writing skills and strong communication and interpersonal skills
2. Experience in a people-facing role such as customer service or stakeholder engagement
3. Experience in organising meetings, workshops or events
4. Collaborative working style with an ability and willingness to muck in with other team activities as required
5. The ability to work autonomously and within deadlines, including managing a number of projects at the same time
6. Proactive, reliable and flexible attitude and comfortable working in a fast-paced adaptive environment
7. Highly proficient general office IT skills for day to day office activities including MS Word, MS Excel, MS Teams and MS Powerpoint and comfortable learning new IT skills quickly and with minimal input as required

DESIRABLE

8. Knowledge and experience of a range of contemporary stakeholder engagement activities and practices
9. Knowledge of working with volunteers in a non-profit or charitable organisation

OTHER REQUIREMENTS

- Must have the right to work in Australia
- National Police Clearance – HCC can organise this

Executive Director Approval:

Date:

Creation Date: 31/08/22

Date Reviewed: