

Position Description

Project and Program Support Officer

POSITION	LEVEL	LOCATION	REPORTING RELATIONSHIP
Project and Program Support Officer	SCHADS L3	Mt Lawley	Office and Executive Support Manager

ORGANISATIONAL CONTEXT

The Health Consumers' Council of WA (HCC) is an independent community-based organisation, which has operated since 1994, representing the consumer voice in health policy, planning, research and service delivery. We exist to ensure that consumers' rights are upheld in the system at every level of decision making.

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 is responsible for providing project and program support across a wide range of HCC activities. This includes general office administration, project and event support, and managing reception. This role is key to ensuring that people who contact HCC have a warm and positive experience, as well as playing a critical role in ensuring we make the most of the resources available to us as we serve the WA community. The role also plays a key role in supporting the Advocacy and Engagement Teams as they respond to and engage with health consumers and other stakeholders on a wide range of issues.

VISION, PURPOSE AND VALUES

Vision: Equitable, person-centred, quality health care, and improved health outcomes and experiences for everyone in WA

Purpose: To amplify and champion the voices of WA health consumers to drive positive outcomes in health and healthcare

Values

- **Equity and inclusivity:** We are proactive at seeking out and elevating the perspectives of people who are disadvantaged by existing structures
- **Compassion:** We bring kindness to the work we do and the way we treat each other. We care for our people supporting them so that they can care for others
- **Collaboration:** We prioritise relationships as the key to making change happen. We seek to bring all voices and experiences into discussions
- **Courage:** We are not afraid to stand up for consumer rights in the face of conflicting views
- **Care:** We take care of the community's perspectives and stories that are shared with us and are careful with the funds that we receive. We understand the privilege of doing this work and carry consumer stories into every encounter
- **Integrity:** As we hold health services to account, we also hold ourselves to account for upholding the highest standards of integrity and ethics in our work

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KEY RESPONSIBILITIES

Project and program support

- Assist team members to ensure project actions take place in a timely way
- Liaise with external stakeholders to organise project meetings and set agendas
- Support project leads to track project budgets and staff time
- Contribute to project and other reports (eg funding reports)
- Attend project meetings and take minutes where required
- Oversee internal system for regular consumer representative payments, ensuring payments are made in a timely and accurate manner
- Create and distribute emails and basic newsletters (including using software such as Mailchimp) to promote and communicate HCC's work and consumer representative opportunities
- With direction and support, create content for social media and website use
- Support HCC workshops and events, including but not limited to setting up registration forms, registering participants, distributing evaluation forms and organising room set-up and catering
- Coordinate and process HCC membership applications, including exporting monthly reports.
- Manage the planning process for events such as the Annual General Meeting

Corporate and executive support

- Support the Executive Director and Leadership Team by coordinating calendar appointments and liaising with key stakeholders as required
- Assist the Leadership team in maintaining and improving operational systems and processes, including contributing to developing and reviewing basic procedures.
- Manage reception function ensuring the office and reception area and associated equipment is well-maintained and organised, and be the first point of contact for stakeholders and consumers arriving at the office
- Manage inboxes, and incoming/outgoing mail ensuring communications are distributed, recorded and actioned in a timely manner
- Draft external communications, including but not limited to letters, emails and invitations
- Maintain a variety of databases with a high degree of accuracy including the Client Relationship Management (CRM) system.
- Assist staff with meeting and travel arrangements as required, including minute taking.
- Liaise with external suppliers (eg IT, bookkeeper, landlord, tradespeople) where required.
- Resolve problems by analysing information, identifying, and communicating solutions.
- Manage stock levels and procurement of relevant office consumables within budget and identify and implement cost savings where possible.
- Maintain and reconcile HCC's petty cash and debit card finances.
- Coordinate incoming and outgoing invoices for payment, including following up outstanding invoices
- Manage booking requests for external use of HCC's training room and provide basic AV support (after training)

Individual Commitment

- Actively embrace and integrate HCC's purpose, vision and values into the role, and models appropriate behaviours
- Conform to HCC's conditions of employment; code of conduct; policies and procedures; and relevant legislation and standards
- Demonstrate a commitment to ongoing personal and professional development
- Displays initiative and a confident ability to work autonomously as well as part of a small team, asking for help and guidance where appropriate

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KEY OUTCOMES

- All stakeholders of HCC have a highly satisfying first contact with the organisation, and are provided with up to date information, direction and resources that assist with their initial enquiry
- Staff are well-supported when facilitating workshops and events, running large meetings etc.
- The ED and Leadership Team are provided with administrative support
- Procedures relating to administration are kept up to date
- Project teams are well-supported with administrative needs
- “Business as usual” social media and website content is created and shared in line with our communication strategy
- Within the scope of the role, opportunities to continuously improve how we work are identified and implemented
- Finance and administration processes are well-supported, documented and regularly reviewed.
- Relevant HCC databases are maintained with accurate and up to date information.

CULTURAL COMPETENCIES

- Willing to be guided by cultural advice from Aboriginal staff and Aboriginal community members
- Demonstrated awareness of the social determinants of health and the potential barriers to inclusion in employment and services experienced by people who are marginalised

EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS

Essential

1. A minimum of 2 years’ experience in a similar role working across multiple business functions, including project administration
2. Well-developed interpersonal and verbal skills, with a demonstrated understanding of the sensitivity and empathy needed when communicating with vulnerable community members
3. Well-developed written communication skills, with the ability to write clearly and concisely for internal and external use
4. Excellent organisational skills, with high attention to detail and the ability to manage and prioritise deadlines and own workload with limited supervision
5. Demonstrated ability to use initiative and solve problems within own area of responsibility
6. Ability to plan and manage large meetings and events eg Annual General Meeting or similar
7. Be adept, or be able to quickly become adept in, a range of office software programs including Microsoft Office 365 Suite, project management software, and accounting software

Desirable

8. A demonstrated interest in the aims and purpose of HCC, for example, experience as a health consumer representative or volunteering in a similar advocacy organisation
9. Experience creating engaging content for social media and website use, and experience using Mailchimp.
10. An understanding of the community services and not for profit sector.
11. Ability to develop and maintain productive relationships with diverse internal and external stakeholders, and navigate difficult conversations when required

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OTHER EMPLOYMENT REQUIREMENTS

- Must have the right to work in Australia
- National Police Clearance (obtained within the last six months), or the ability to obtain one if successfully appointed to the role
- Current Working With Children Check (obtained within the last six months), or the ability to obtain one if successfully appointed to the role

Creation Date: June 2024

Date to be reviewed: June 2026

Exec Director Approval:



Date: 18/06/24