



# Position Description

## Aboriginal Engagement Officer

POSITION	LOCATION	REPORTING RELATIONSHIP
<b>Aboriginal Engagement Officer (SCHADS Lv 4)</b>	<b>Mount Lawley and home</b>	<b>Reports to the Engagement Manager</b>
<b>ORGANISATIONAL CONTEXT</b>		
<p>Health Consumers' Council 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.</p> <p>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.</p>		
<b>POSITION OVERVIEW</b>		
<p>As the Aboriginal Engagement Officer, you will focus on engaging with Aboriginal and Torres Strait Islander health consumers in Western Australia to advocate for and promote their issues and perspectives to health services, organisations and departments across the state. This includes participating in and supporting HCC's Aboriginal Advisory Group, meeting health consumers in Aboriginal community settings such as Aboriginal Corporations and Community Controlled Health Services and fostering strong relationships with Aboriginal health service providers. This role will also include presenting on health rights, health system and other health consumer information as requested by community. You will be supported by the Engagement team and already strong community and system relationships. Budget permitting, the role may involve some regional travel.</p>		
<b>VISION, PURPOSE AND VALUES</b>		
<b>Vision:</b>	Equitable, person-centred, quality health care, and improved health outcomes and experiences for everyone in WA	
<b>Purpose:</b>	To amplify and champion the voices of WA health consumers to drive positive outcomes in health and healthcare	
<b>Values</b>	<ul style="list-style-type: none"><li>• <b>Equity and inclusivity:</b> We are proactive at seeking out and elevating the perspectives of people who are disadvantaged by existing structures</li><li>• <b>Compassion:</b> 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</li><li>• <b>Collaboration:</b> We prioritise relationships as the key to making change happen. We seek to bring all voices and experiences into discussions</li><li>• <b>Courage:</b> We are not afraid to stand up for consumer rights in the face of conflicting views</li><li>• <b>Care:</b> 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</li></ul>	



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- **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

### KEY RESPONSIBILITIES

#### COMMUNITY ENGAGEMENT

- Identifies and creates opportunities to connect and foster positive relationships with Aboriginal health consumers on a range of issues
- Builds positive relationships with Aboriginal community organisations, leaders, staff and other stakeholders
- Listen to and collect Aboriginal people's experiences and views about accessing health services
- Promotes Health Consumers' Council services to Aboriginal consumers and communities
- Actively seeks participation from diverse groups of Aboriginal people in health service consultation activities including in person, virtually and by telephone
- Contributes to, co-ordinates, delivers and evaluates training relating to Aboriginal Consumer Engagement for service providers and other stakeholders
- Plans, co-ordinates, delivers and evaluates consumer forums and workshops promoting consumer rights, advocacy skills and complaints avenues for Aboriginal consumers and health workers
- Works in partnership with health services to identify barriers and improve access, experience and service delivery for Aboriginal consumers
- Assists in the facilitation of consultations and improved communication between health service providers and Aboriginal consumers
- Provides input to HCC policies
- Prepares reports and statistical data as required
- Builds and maintains effective relationships with a range of stakeholders to continually promote HCC's services to other health related service providers and the broader community
- Maintains a range of networks, metropolitan and regional outreach, and community strategies to further enhance the participation and opportunities for engagement with Aboriginal people
- Undertakes a range of duties within the Engagement team as directed by your manager

#### SYSTEMIC ADVOCACY

- Shares Aboriginal consumer perspectives in a range of settings including contributing to written policy submissions and position statements, participating in committees, forums and working groups and creating content for the HCC website and social media

#### INDIVIDUAL COMMITMENT

- Actively embraces and integrates HCC's purpose, vision and values into the role, and models appropriate behaviours
- Upholds HCC's conditions of employment; code of conduct; policies and procedures; and relevant legislation and standards
- Demonstrates a commitment to ongoing personal and professional development
- Shows initiative and is confident working autonomously as well as part of a small team, asking for help and guidance where appropriate

### KEY OUTCOMES



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- Aboriginal health consumers and communities have an increased awareness of their health rights and avenues to make a complaint or resolve an issue
- Aboriginal consumers and communities have an increased awareness of Health Consumers' Council advocacy service
- Aboriginal health consumers and carers are aware of the opportunities to participate in health service engagement and consumer partnership activities and are supported to develop their capacity to participate in those activities
- Aboriginal organisations are provided with training and support to increase their knowledge of patient rights and complaints avenues and increase their health advocacy skills
- Health services are supported to identify barriers and improve access and service delivery and engage with Aboriginal consumers in service design, delivery and evaluation
- A range of strategies and networks designed to further promote HCC and provide meaningful opportunities to engage with Aboriginal people are developed and implemented
- Aboriginal organisations and staff recognise Health Consumers' Council as a trusted partner in championing the rights of Aboriginal health consumers.

### CULTURAL COMPETENCIES

- Detailed understanding of barriers to accessing healthcare impacting Aboriginal and Torres Strait Islander patients and families
- Extensive understanding of Aboriginal and Torres Strait Islander Cultures

### EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS

**It is a genuine occupational qualification of this position to be of Aboriginal descent in accordance with section 50(d) of the Equal Opportunity Act 1984.**

#### ESSENTIAL

- Well-developed community engagement, communication and interpersonal skills along with the confidence to be able to advocate, negotiate, influence, mediate and develop effective workplace relationships with Aboriginal consumers and other stakeholders.
- Comfortable and able to present on a range of issues to Aboriginal community member, Aboriginal staff, and health service staff and other key stakeholders
- Experience organising and facilitating meetings with a range of stakeholders including Aboriginal and non-Aboriginal people
- An understanding of Aboriginal health issues, services, systems and policies at the local, state and national level.
- Strong organisational skills to manage competing priorities simultaneously, in order to meet deadlines.
- Well-developed analysis and report writing skills.
- Proficiency in the use of technology including email, the internet and Microsoft Office
- Ability to travel from time to time within the state

#### DESIRABLE

- Understanding of the WA health system
- Existing relationships with key stakeholders
- Experience of health advocacy at a systemic or individual level



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### OTHER EMPLOYMENT REQUIREMENTS

- Must have the right to work in Australia
- Valid National Police Clearance or the ability to obtain one if successfully appointed to the role
- Current Working With Children Check or the ability to obtain one if successfully appointed to the role

**Creation Date:** 12/08/24

**Date to be reviewed:** August 2025

**Exec Director Approval:** 22/08/24

**Date:**