



Position	Classification	Location	Reporting relationship
Operations and Impact Manager	SCHADS Level 7	Mount Lawley with the opportunity to work from home as agreed	Reports to Executive Director

Organisational context

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

HCCWA 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 diverse lived experience voices drive positive change.

We exist to ensure that consumers' rights are upheld in the health system at every level of decision making.

Position overview

This role exists to strengthen organisational effectiveness by managing operations, streamlining systems, improving knowledge flow, and ensuring operational infrastructure frees up staff time to enable people to focus on the relational high impact work of consumer advocacy and engagement. The role sits at the centre of the organisation, connecting strategy, operations (including finances, HR and facilities) and delivery.

The postholder is responsible for improving how the organisation functions – including systems, processes, knowledge management and governance – and ensuring work is implemented and completed through effective use of team capacity and capability. The role also acts as a key operational delegate to the Executive Director and maintains continuity across organisational and corporate matters.

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

Key responsibilities

Leadership and executive support

- Work collaboratively with the Executive Director and HCC Board to develop and implement HCCWA's strategic plan, direction and objectives
- As part of HCCWA's Leadership team develop operational plans, and ensure these are implemented to assist HCCWA in achieving its strategic objectives
- Work closely with the Executive Director to foster an environment of continuous improvement, provide multi-functional advice encouraging staff to review and suggest changes to current practices in order to provide services that reflect contemporary best practice
- Represent the organisation in operational or governance forums as appropriate
- Progress operational decisions and resolve issues
- Escalate strategic or high risk matters
- Deputise for the Executive Director on operational and corporate matters

Operations management (HR, IT, finance and facilities management)

- Oversee the day-to-day operational management of the organisation, ensuring corporate services are efficient, compliant and support organisational priorities
- Coordinate finance processes in partnership with external providers, including budgeting support, accounts payable oversight and payroll coordination, ensuring accuracy and audit readiness
- Support the Executive Director in financial oversight by providing clear operational insight into expenditure, process efficiency and value for money
- Represent the organisation in operational discussions with funders
- Ensure payroll processes are accurate, timely and compliant, working closely with HCCWA's finance contractors

- Coordinate human resources processes, including recruitment, onboarding, leave management and performance processes
- Support managers to apply HR policies and practices consistently and effectively
- Contribute to a positive and well-functioning workplace by ensuring people processes are clear, practical and well embedded
- Oversee facilities management, ensuring the workplace is safe, functional and fit for purpose, including liaising with landlords, suppliers and service providers
- Manage relationships with the HCCWA's managed IT services provider, acting as the primary point of contact to ensure systems are reliable, secure, and responsive to organisational needs
- Work with the IT provider to ensure appropriate system configuration, user access, cyber security practices and ongoing system improvements, including CRM and Microsoft 365 environment
- Manage supplier relationships across finance, HR, IT and facilities to ensure high quality service delivery and strong value for money
- Identify opportunities to streamline operational processes across finance, HR, IT and facilities to reduce administrative burden and improve efficiency

Systems, processes and continuous improvement

- Review and streamline organisational processes to reduce duplication and inefficiency
- Design practical, user-friendly systems that support consistent ways of working
- Lead HCCWA's digital transformation program, working with colleagues and suppliers to ensure most effective use of digital systems and capabilities to release capacity and increase impact
- Oversee and champion the use of our CRM system as a core business tool, including supporting the procurement and implementation of a new system

Knowledge management

- Establish and champion clear and accessible knowledge management practices across the organisation, and with members of HCCWA's networks and communities
- Improve how documents, templates and records are structured and used, ensuring staff can easily find and use information

Policy and governance

- Maintain a practical, up-to-date policy framework
- Draft and review policies in a clear, human and usable way
- Ensure policies are embedded in practice including overseeing an internal audit program
- Maintain policy, risk and compliance registers
- Support organisational compliance and governance processes, including organisational insurance coverage, and providing high level secretariat support for HCCWA Board and Board sub-committees

Organisational effectiveness and delivery

- Create, oversee and embed organisational systems to support all staff to deliver high quality work as efficiently and effectively as possible

- Direct and coordinate support team member delivery capacity (project/program support and advocacy support roles)
- Support teams to adopt improved ways of working
- Support completion of priority work when required

Individual Commitment

- Actively embrace and integrate HCCWA'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

Key outcomes

- Administrative burden is reduced for all staff as much as possible
- Clear, consistent and usable systems and processes are in place across the organisation
- The organisation has strong governance systems and processes
- Strong knowledge management practices are in place across the organisation
- Staff work is guided by policies that are current and embedded
- All staff are able to work to the best of their abilities
- Operations Team staff contribute effectively to a positive impact for the WA community
- HCCWA is well positioned to attract and make the best use of additional funds from Government, foundations, and through social enterprise activities

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. Demonstrated experience improving organisational systems, processes or overall effectiveness in a complex environment
2. Strong understanding of operational management in a small to medium not-for-profit organisation, including practical exposure to finance, HR and organisational governance with demonstrated ability to interpret financial reports (including P&L and balance sheet) and use this information to inform decision making
3. Proven ability to deliver complex projects and initiatives across teams, including managing competing priorities and driving work through to completion

4. Excellent written communication skills, including the ability to prepare clear, concise and user friendly policies, procedures and governance documents
5. Strong analytical and problem solving skills, with the ability to remain organised and effective in complex and changing environments
6. Ability to influence and work collaboratively across teams, supporting others to adopt improved ways of working
7. Experience in managing or working closely with external service providers (such as HR, IT, finance or similar), ensuring effective and value for money outcomes
8. High level judgement, initiative and accountability, including the ability to operate autonomously within defined boundaries and escalate appropriately
9. Demonstrated commitment to outcomes focused service delivery, with the ability to translate organisational priorities into practical action
10. Flexible and collaborative approach, with a willingness to work in a hands on way where needed to support delivery and build capability across the organisation

Desirable

- A demonstrated interest in the aims and purpose of HCCWA, for example, experience as a health consumer representative or in a similar advocacy organisation
- Experience with CRM systems and knowledge of MS Dynamics
- Understanding of governance and compliance requirements in a non-profit setting
- Experience supporting organisational growth including income diversification and fee for service delivery

Other employment requirements

- Must have the right to work in Australia.
- National Police Clearance - HCCWA can organise this.
- Working With Children Check, if required for the role.
- Ability to travel within WA, if required.

Executive Director Approval:

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Date:

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Creation Date:

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Date to be reviewed: