

Position Description

Engagement Lead – Consumer and Stakeholders

Position	Classification	Location	Reporting relationship	Direct reports
Engagement Lead – Consumer and Stakeholders	SCHADS Level 6	Mount Lawley with the opportunity to work from home as agreed	Reports to the Engagement and Systemic Advocacy Manager	No direct reports

Organisational context

Health Consumers' Council WA (HCCWA) is an independent, community-based organisation (est.1994) that promotes and supports the consumer voice in health policy, planning, research and service deliver.

HCCWA provides:

- Individual advocacy for consumers navigating the health system
- Engagement and partnership opportunities to embed lived experience in decision-making

HCCWA exists to ensure consumer rights are upheld across all levels of the health system

Position overview

This role designs, delivers and evaluates high-quality engagement and systemic advocacy initiatives involving consumers, carers and community members

The role:

- Leads inclusive, trauma-informed engagement activities
- Translates lived experience into insights, reports and recommendations to influence health and social care policy, service design and reform
- Supports partnerships and organisational capability
- Leads project design and delivery

This position works across core funded and fee for service projects and contributes to HCCWA's sustainability and impact.

Vision, purpose, and values

Vision

Equitable, person centred, high quality healthcare and improved outcomes for all in WA

Purpose

To amplify consumer voices to drive better health outcomes

Values

Equity and inclusivity

Compassion

Collaboration

Courage

Care

Integrity

Key responsibilities

Consumer, community and member engagement

- Support, nurture and build our consumer and community representative network
- Support and build our online consumer community space via www.healthengagement.org.au
- Design and deliver inclusive, accessible engagement activities and approaches
- Plan and facilitate workshops, consultations, forums and training (in-person, online, hybrid)
- Apply trauma-informed, culturally safe, equity-centred practices
- Develop engaging and accessible content including workshop resources, social media content, summary reports
- Strengthen membership participation and engagement
- Provide engagement advice to health and social care stakeholders

Systemic advocacy and insights

- Gather, analyse and translate consumer insights and qualitative data from engagement activities into accessible and engaging reports that can inform submissions and advice to the health and social care system
- Collaborate with other HCCWA teams and external partners to identify emerging consumer and community issues
- Represent consumer and community perspectives on committees and working groups

Project delivery (including fee for service)

- Lead and contribute to engagement projects
- Develop proposals, quotes and funding submissions based on engagement project briefs
- Create and manage plans, timelines, deliverables and budgets
- Monitor and manage risks and contribute to continuous improvement

Partnerships and business development

- Promote HCCWA's engagement capabilities
- Work with the Manager and ED to identify new opportunities aligned to our strategy
- Build and maintain relationships with health and social care stakeholders
- Develop and maintain productive partnerships with consumer and community partners

Team and organisational contribution

- Collaborate across teams to achieve shared goals
- Provide informal mentoring and support
- Contribute to planning, evaluation and improvement
- Build internal capability in engagement and inclusion

Individual commitment

- Uphold HCCWA's values and behaviours
- Comply with policies, standards and legislation
- Maintain professional development
- Work autonomously with sound judgement, escalating issues as required
- Undertake other duties as required

Accountability and governance

- Operate within delegated authority and seek Manager approval for proposals, budgets, policy submissions and escalated risks
- Comply with organisational policies, procedures and work health and safety requirements

Cultural competencies

- Commitment to equity, inclusion and social justice
- Understanding (or willingness to learn) Aboriginal health, cultural safety and Noongar context
- Ability to work with diverse communities
- Use of trauma informed strengths-based approaches

Experience, knowledge and qualifications

Essential

1. 3+ years' experience in planning, delivering and reviewing engagement or co-design activities with communities, consumers or people with lived experience.
2. Confident facilitating groups of all sizes, in person, online or in hybrid settings.
3. Demonstrated understanding of inclusive, trauma-informed and equity-centred engagement practice.
4. Experience collecting and analysing community or lived experience feedback and presenting clear, easy to understand insights for different audiences.
5. Strong written communication skills, with the ability to prepare clear, concise and professional reports, summaries and other documents.
6. Ability to support systemic advocacy by identifying key issues and opportunities for change from the community and consumer experiences.
7. Demonstrated organisational and project management skills, with the ability to manage timelines, budgets, risks and priorities, and changing client requirements.
8. Strong relationship-building skills and the ability to work with a wide range of people and organisations.
9. Able to work independently, use sound judgement and adapt to changing priorities.
10. A team focused approach, with a willingness to support others and contribute positively to the team.
11. Confident using Microsoft Office and willing to learn new systems such as project management, AI and CRM tools.

Desirable

- Experience working in health, mental health, community services, advocacy, policy, social research or a related field.
- Understanding of the WA health system and current issues affecting health consumers.
- Experience contributing to fee-for-service work, grants, service agreements, proposals or business development.

- Experience in deliberative engagement, community development, health promotion, training or capacity building.
- Experience supporting membership, volunteer, consumer representative or community networks.
- Interest in digital literacy and ability to identify and pursue opportunities for organisational improvement.

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:

Date:

Creation Date:

Date to be reviewed: