

The Consumers Health Forum of Australia (CHF) is the national peak body representing the interests of Australian healthcare consumers. CHF works to achieve safe, quality, timely healthcare for all Australians, supported by accessible health information and systems. We are looking for a graduate to join our team as an Assistant Policy Officer. If you have recently graduated or soon to graduate and are interested in learning more about health policy at a national level, we’d like to hear from you.

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| Position Title: | Graduate Assistant Policy Officer  |
| Responsible to: | Policy Director  |
| Responsible for: | Nil direct reports  |
| Location: | Consumers Health Forum of Australia, Deakin, Canberra, ACT |
| Status: | Full time fixed term contract to 1 February 2020Part-time will be considered |
| Hours: | 38 hours per week |
| Salary: | $50,892 total remuneration package + health promotion charity benefits |
| Conditions: | National Employment StandardsEmployment ContractCompany policies and procedures |
| Remuneration & Benefits: | Base salary plus superannuation at statutory rateSalary packaging in line with Registered Health Promotion Charity statusFlexible work practices  |
| Probity Checks: | Reference ChecksMust be able to pass a National Criminal Record Check if recommended for appointment 100 points of Identification including Drivers LicenceApplicants must have the right to work in Australia  |
| Organisational ProfileThe Consumers Health Forum of Australia (CHF) is the national peak body representing the interests of Australian healthcare consumers and those with an interest in health consumer affairs. CHF works to achieve safe, quality, timely healthcare for all Australians, supported by accessible health information and systems.CHF does this by:* advocating on behalf of consumers for consumer-centred health policies and programs,
* engaging with the members of CHF to be influential voices in healthcare
* empowering consumers to be active participants in healthcare decision making
* harnessing evidence to develop and promote consumer-centred health policies and services
* sustaining a member-driven, values-based, well governed organisation.

CHF values:* our members’ knowledge, experience and involvement
* a policy culture that values consumer experiences and insights
* early intervention, prevention and early diagnosis
* collaborative, integrated health and social care
* working in partnerships with members and stakeholders.

CHF members and wider networks reach thousands of Australian health consumers across a wide range of health interests and health system experiences. CHF policy is developed through consultation with members and stakeholders, ensuring that CHF maintains a broad, representative, health consumer perspective.CHF is committed to being an active advocate in the ongoing development of Australian health policy and practice. CHF has recently refreshed our strategy. Our Strategic Plan 2018-2022 is accompanied by a long term funding diversification plan. Our organisational objectives are:**Advocating for impact** – making credible and authoritative contributions to national health and social care policy and system design**Consumers shaping health** – equipping consumer leaders to act with impact and influence **Partnering for purpose** – strategically partnering with members, networks and stakeholders to maximise the impact of consumer voices and shape better health and social care**Resilient and strong** – maintaining and growing a strong and diverse membership, and assuring our financial sustainability. |
| Purpose* To help develop and inform evidence-based policy that reflects the views of CHF members, supporters and healthcare consumers.
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| Key Accountabilities* Undertake research and contribute to the development of health policy positions (including submissions, discussion papers, reports, etc) in CHF health priority areas.
* Provide support to the CEO, Policy Director and Communications Director on policy issues and developments.
* Engage and communicate with consumers and CHF members to understand their issues, experiences and desired outcomes and reflect this in CHF’s evidence base.
* Assist with the design and conduct of written, phone, email and face-to face consultations with key stakeholders and health consumer networks on health policy issues in CHF health priority areas.
* Assist with running Special Interest Groups of consumers as required in line with priority policy issues.
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| Key Relationships* Internal – CEO, CHF staff and Board
* External – Government, CHF members, CHF partner organisations, key NGO stakeholders
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| Key Challenges* Working in a busy and complex environment where there are competing demands, tight deadlines and limited resources.
* Determining appropriate action to be taken when responding to issues raised by internal and external stakeholders.
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| Key Outcomes* Policy advice and support to CEO, Policy Manager and consumer representatives
* High quality research and policy papers on priority issues to inform CHF advocacy
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| Selection Criteria1. Tertiary qualifications in a relevant field (or about to graduate).
2. Knowledge of and experience in using a range of quantitative and qualitative research methods.
3. High quality written and oral communication and presentation skills.
4. Well-developed computer skills in Microsoft Office including Word, Excel and PowerPoint.
5. Capacity to work as part of a team
6. Interest in health policy and some understanding of the Australian health care system and familiarity with current health policy challenges particularly as they pertain to Australian health care consumers and the community.
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| Date | Version No. | Author | Approved by | Reason for update |
| April 2019 | 1 | Jo Root  | CEO | New position  |