

Consumer Engagement Consultant

This isn't just a funky workplace! We are in the serious business of transforming the health system so that it better serves the people it was built for. And that requires super-human powers.

Our weapons of choice include skills based training, performing arts, and social media. Our super-powers include mediating crowd conversations, extracting behavioural insights from white noise, agile project management and using human centred design to create solutions for people not institutions.

Right now we are looking for someone to join our growing team of troublemakers. Of course we're interested in your expertise (we expect you to be awesome at consumer engagement and promotion and promoting consumer advocacy) but we're more interested in your self-critical awareness, empathy, enthusiasm and ability to make us slap our foreheads and shout "Now why didn't I think of that?".

Respectful, transparent, communicative, collaborative, accountable are not aspirational, just business as usual. So what distinguishes us as a team?



Fearless Flying

We don't micro manage – we assume you know what you're doing and that if you don't you'll work it out.



I've Got Your Back

We set you up to over achieve and help you up when you stumble



No Surprises

Failure isn't an option. It's a necessity. Just learn from it don't cover it up.



"BOOM"

If it's not fixed – we will break it. And build something that does work.

We know we're not the right option for everyone but we're only looking for the exceptional.

So if you believe you have an X-factor and can live up to our expectations, send your CV and a cover letter starting with "*My super-power is...*" and ending with "*Boom*". Candidates will be considered on receipt of application, so don't delay!

Send to careers@hic.org.au; attention Kate Mohay.

For more specifics, please see the attached Position Description.

Salary packaging benefits available when you join this amazing not-for-profit organisation.

Position Description

POSITION TITLE: Consumer Engagement Consultant (CEC)
Health Issues Centre (HIC)

REPORTS TO: Manager Training and Development (MTD)

RESPONSIBLE FOR: NIL

CONTRACTED HOURS: Full time

CONTRACT LENGTH: 12 Months, with possibility of extension

LOCATION: Melbourne CBD, with some work performed at other sites

DESCRIPTION

Health Issues Centre (HIC) is an independent not-for-profit consumer organisation that advocates, educates and informs for the best interest of Australian health-care consumers.

The CEC will be responsible for managing and promoting HIC's consumer network, and support consumer advocacy work.

KEY COLLABORATIONS

Work closely with the MTD and CEO to support consumer advocacy in a variety of areas.

KEY RESPONSIBILITIES

- Monitor and promote HIC's consumer network
- Provide support to organisations in all aspects of consumer engagement and recruitment
- Promote consumer engagement through events and other channels
- Provide input into curriculum development to support consumer engagement
- Work within health service environments to develop consumer engagement best practice

SPECIFIC DUTIES

- Maintain HIC's consumer network database
- Administer and monitor engagement on HIC's consumer support network online presence
- Promote HIC's online consumer portal to consumers and organisations
- Develop and deliver regular, relevant communication to members of the Consumers Connect database
- Update and maintain HIC's recommended consumer engagement policies, promoting these guidelines to industry
- Assist organisations to develop position descriptions, terms of reference and key selection criteria for consumer representative roles
- Provide mentoring and policy development services to health services, including training needs analysis (may be at client location)
- Provide recruitment services to clients, leveraging HIC's consumer network
- Ensure network members are informed of development and engagement opportunities
- Monitor participation/attrition rates of consumer representation, including exit interviews
- Plan and manage consumer forums in metro and regional areas
- Support the MTD in developing training curriculum
- Other duties, commensurate with position and capabilities, as requested by MTD or CEO

CULTURAL

KEY RESPONSIBILITIES

- Work collaboratively and in a mutually respectful way

KEY COMPETENCIES

The requirements for the position include a demonstration of the following attributes:

Specialist skills and knowledge

- Familiar with the National Safety and Quality Health Service Standards (NSQHSS), including Standard 2: *Partnering with consumers*
- Familiar with the Safer Care Victoria's *Partnering with Healthcare Framework*
- Skills to manage data bases
- Knowledge of / experience in the health and community sector
- Knowledge of /experience of the consumer representative role
- Understanding of/experience with best practice participation frameworks and methodologies
- Experience in event management
- Strong problem solving skills with focus on beneficial outcomes
- Demonstrated high level written skills including digital communications
- Competency with Intermediate to advanced Microsoft Office skills (Word, Excel, PowerPoint and Outlook)

Management

- Well-developed stakeholder relations skills and demonstrable experience in working effectively with a range of internal and external stakeholders
- Highly developed time management, with the ability to set priorities, plan and organise complex tasks and apply attention to detail
- Demonstrate self-motivation and the ability to work independently and take responsibility
- Demonstrated consistent high performance in achieving challenging tasks and meeting timelines

Interpersonal and communication skills

- Confident, decisive and enthusiastic
- Strong interpersonal skills, including the ability to listen effectively
- Demonstrated ability to provide support and advice to senior and peer staff
- Positive attitude and ability to work as a member of a team in a collegial manner

Essential:

- Experience in office administration (minimum 3 years)
- Experience in managing projects
- Demonstrated use of IT & digital skills; Intermediate to advanced Microsoft Office skills (Word, Excel, PowerPoint and Outlook)
- Well-developed stakeholder relations skills and demonstrable experience in working effectively with a range of internal and external stakeholders with respectful interactions
- Strong interpersonal skills, including the ability to listen effectively
- Self-motivated and disciplined work ethic, good organisational skills
- Good problem solving skills
- Capacity to travel to regional Victoria incl. overnight stays

NICE TO HAVE, but NOT ESSENTIAL

- Certificate IV in Training and Assessment
- Report writing skills
- Experience of establishing and managing a Consumer Advisory Committee or equivalent
- Experience using market research websites and social media analytics to underpin and improve marketing and audience engagement strategies.