



Senior Engagement Advisor

POSITION DESCRIPTION

SCHADS Community Worker Level 7.1

Full time

Organisational Context

Health Consumers Queensland Ltd (HCQ) is the peak health consumer organisation representing the interests of Queensland health consumers.

Our priority focus is on consumer engagement that influences and leads improvements and delivers better health outcomes for all Queenslanders. We achieve this through our Queensland-wide health consumer network, tailored training and skills development programs, strategic advice, specific project management and maximising opportunities for consumer representation at all levels of the health system.

Our Mission is: Health Consumers Queensland empowers consumers to lead and drive better health outcomes.

Our Vision is: Consumers and carers partnering with the health system to get the healthcare we want.

Role

The Senior Engagement Advisor will build capacity in consumer and community engagement and strengthen relationships with health organisations requiring strategy development:

- Assess project consultation and support requirements.
- Provide recommendations and implementation plans.
- Consult and develop consumer and community engagement strategies and implementation plans for health organisations.
- Deliver presentations, workshops and training (including assessments) as required.
- Provide ongoing strategic advice, mentoring and support.

The Senior Engagement Advisor will also:

- Demonstrate high level research and writing skills including submissions and policy development.
- Have an understanding of digital health.
- Represent our organisation on external committees.
- Undertake professional development and training activities to increase understanding of health consumer perspectives and consumer experiences of health care as required.

- Contribute at a high level to HCQ's corporate direction, organisational development and improvement through collective planning and review processes.
- Help ensure the work of HCQ is effective and meets the requirements of the Service Agreement with the Queensland Government.
- Provide verbal and written progress reports, and activities data as appropriate, across all areas of responsibility.
- Other duties as directed.

Organisational Relationships

The Senior Engagement Advisor works in a self-managed way with limited supervision from the Chief Executive Officer and support from Administration staff.

The Senior Engagement Advisor will establish and maintain productive relationships with the following:

- Health Consumers Queensland staff, Board members and volunteers
- Queensland Health services
- Health organisations
- Health consumers and carers
- Key stakeholders in the health and community sectors

Key Skills

The Senior Engagement Advisor is expected to demonstrate capabilities and experience in the following areas:

1. An understanding of person centred care and the role of consumers in the planning, design, delivery and evaluation of health services in Queensland and an extensive understanding of Australia's health system, including digital health.
2. Excellent consumer and community engagement skills and/or community development experience, ideally with a lived experience of consumer advocacy.
3. Excellent communication and interpersonal skills undertake needs analysis, provide strategic advice and deliver training to health professionals and consumers.
4. Demonstrated ability to plan, organise and facilitate workshops, information sessions, discussion groups and committee meetings.
5. High level writing skills to effectively communicate information and ideas, and prepare written materials such as consumer and community engagement strategies and implementation plans, resources, reports, policy submissions and correspondence within set timeframes.
6. Time management skills and demonstrated ability to manage competing priorities and manage complex projects effectively including experience in project management.
7. Demonstrated ability to work cooperatively with others in a work team, taking personal responsibility for achieving work outcomes as well as working independently.
8. Proven ability to develop and maintain strong networks and partnerships with key stakeholders including people from diverse language and cultural backgrounds.
9. Computer literacy including experience with MS Office, MS CRM, Outlook and online research skills.

Desirable qualifications

- Qualifications in community engagement, community development, communications or public health
- Cert IV in Training and Assessment
- Current drivers licence