

POSITION DESCRIPTION

Project Officer

**Full time
SCHADS Community Worker Level 5.1**

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.

Our Values are: Leadership, Positive Impact, Fairness, Innovate, Partnership and Zing/Zest.

Role

To be successful in this role you will preferably have experience in the health and community service sector. Understanding person centred care and the perspectives health consumers bring is essential to this role. Your writing, research and training skills are integral to the deliverables of this position. Your knowledge of consumer and community engagement, training facilitation and network development will enable you to effectively support and deliver training to health service staff and consumers and carers.

The Project Officer will:

- work with a portfolio of Hospital and Health Services (HHSs) to provide credible advice and training aimed at building the capacity of health consumers, carers and staff to engage meaningfully and develop a consumer-focused health system
- support expansion of the diversity of our organisation's Consumer Register and recruitment program

- collaborate with consumers in the development of consumer engagement resources
- develop, deliver and evaluate our training programs/sessions, workshops and focus groups
- maximise impact of the project team through collaborative planning, development and review processes;
- provide verbal and written progress reports, and activities data as appropriate, across all areas of responsibility; and
- Other duties as directed.

ORGANISATIONAL RELATIONSHIPS

The Project Officer is supported by and accountable to the self-managed project team, with supervision from the Chief Executive Officer and support from Administration staff.

The Project Officer will establish and maintain productive relationships with the following:

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

SELECTION CRITERIA

The Project Officer is expected to demonstrate capabilities and experience in some or all of the following areas, in line with our organisational values (see above):

1. Excellent consumer and community engagement skills, and knowledge of health literacy, ideally with a lived experience of consumer advocacy or supporting consumer engagement within health services. An understanding of person centred care and consumer and community engagement (ie.the role of consumers in the planning, design, delivery and evaluation of health services). An extensive understanding of Queensland's health system, including digital health.
2. Proven ability to develop relationships and networks, and maintain strong partnerships with consumers and staff in health organisations in a person centred way, including Aboriginal and Torres Strait Islander people and people from culturally and linguistically diverse backgrounds.
3. Experience providing credible strategic advice and delivering training to consumers and health professionals, and knowledge of online training development.
4. Demonstrated ability to research, write, plan, organise and facilitate standalone projects and workshops.
5. Work related personal qualities, behaviours and skills to support the self-managing team to work effectively eg. ability to build and maintain positive working relationships, communicate effectively, be collaborative, high personal tolerance for ambiguity, confidence and expertise to be an autonomous worker, have initiative, manage competing priorities within a busy work environment and take personal responsibility for achieving work outcomes as well as working independently.
6. Computer literacy including experience with MS Office, Outlook, database and online research skills.

OTHER QUALIFICATIONS, EXPERIENCE AND KNOWLEDGE

- Qualifications in community engagement, community development, communications or public health is desirable.
- Cert IV in Training and Assessment is desirable.

OTHER REQUIREMENTS

- Must be available to travel monthly, including overnight trips.
- Out-of-hours work may be required.
- Current motor vehicle drivers licence.

OTHER RELEVANT INFORMATION

Terms and conditions

The Project Officer position will be offered on a permanent basis, subject to satisfactory performance. A six-month probation period applies. Health Consumers Queensland staff are subject to annual performance reviews.

Work-life balance, health and safety

Health Consumers Queensland promotes a healthy work-life balance and is committed to offering employees a supportive family friendly working environment.

Health Consumers Queensland is committed to a safe work environment for staff. We adhere to all workplace health and safety requirements and legislation.

Diversity

Health Consumers Queensland encourages people from diverse backgrounds to apply for this position.

Organisation structure

Health Consumers Queensland is a small team of 9 staff including 6 part time employees.