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**Engagement Advisor**

### Queensland Mental Health Consumer and Carer Organisation Scoping Project

### 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 empower and enables 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, Innovation, Partnership and Zing/Zest.

**Role Description**

The Engagement Advisor works under supervision of the CEO, with support from project and administrative staff.

The Engagement Advisor will work to:

* Meet the deliverables of the project within designated timelines;
* Develop project plan
* Maintain and strengthen links with a network of mental health consumers and carers interested in supporting the development of a new organisation.
* Create and engage with a consumer working group to guide/support the project.
* Develop a consultation plan to seek feedback from consumers and carers who haven’t been consulted to date (create stakeholder list, identify and do targeted and accessible engagement activities, summarise feedback)
* Create a funding proposal due end of January that would include consumer and carer feedback (on mission, vision, purpose, activities, values, members), governance structure, budget and timeline/milestones to set up.
* Facilitate consumer and community consultation workshops, forums, focus groups and one-on-one interviews;
* Prepare plans, reports and correspondence of a high quality;
* Provide verbal and written progress reports, and activities data as appropriate, across all areas of responsibility; and
* Other duties as directed.

**Skills**

1. Excellent communication and interpersonal skills to effectively gather and communicate feedback, information and ideas.
2. Ability to prepare written materials such as reports within set timeframes.
3. Time management skills and demonstrated ability to manage competing priorities and manage complex projects effectively including experience in project management.
4. Strong understanding of consumer and community engagement and community development.
5. Demonstrated ability to plan, organise and facilitate engagement activities with consumers and carers including workshops, information sessions and discussion groups.
6. Demonstrated ability to work effectively with others in a team, taking personal responsibility for achieving work outcomes as well as working independently.
7. Proven ability to develop and maintain strong networks and partnerships with stakeholders including people from diverse language and cultural backgrounds.
8. Computer literacy including experience with MS Office, Outlook and online research skills**.**

**Desirable Qualifications**

1. Relevant experience, tertiary or other recognised qualifications
2. Current drivers licence