



POSITION DESCRIPTION

Administration Officer

Part time (0.5 - 0.8 FTE)
SCHADS Community Worker Level 3.1

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 enables and empowers consumers to influence, lead and drive better health outcomes.

Our Vision is: Consumers and community partnering with the health system for consumer-centred healthcare for all Queenslanders.

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

Role

The Administration Officer works with a self-managing Project Team under supervision of the CEO.

This is a part time position (16 - 30.4 hours per week to be negotiated). Health Consumers Queensland promotes a healthy work-life balance and is committed to offering employees a supportive family-friendly and flexible working environment.

The Administration Officer will:

- Provide assistance for consumer requests which includes:
 - writing and sending weekly eAlerts to the Network advertising opportunities for consumers
 - updating the Consumer Opportunities web page
 - maintaining and supporting development of Health Consumers Queensland's Network database, including data entry of requests
 - collecting and collating Consumer Opportunity Applications,
 - liaising with key stakeholders including staff and consumers.
- Assist with organising and publicising networking opportunities, training workshops and

- events as required;
- Coordinate a monthly e-newsletter showcasing Health Consumers Queensland activities and updates; and
 - Support and assist other team members as required.

Key Skills

1. Highly developed administrative and interpersonal skills including: writing skills; warm and professional phone manner; a high degree of judgment, initiative, confidentiality, attention to detail and sensitivity in the performance of work; and good relationship building skills with consumers and stakeholders.
2. Demonstrated ability to work effectively within a project team: to take personal responsibility for achieving work outcomes, to communicate effectively with fellow team members; and to manage competing priorities in a time pressured environment.
3. The following computer skills are essential for this role: Office 365, Outlook. The following computer skills are highly desirable: Wordpress, MailChimp, Microsoft Dynamics CRM (or equivalent) Survey Monkey and Eventbrite.
4. A basic understanding of the Queensland health system and consumer and community engagement is highly desirable.

Relevant Qualifications

1. Relevant qualifications and/or five years relevant work experience
2. Current drivers licence