



## **POSITION DESCRIPTION**

### **Project & Evaluation Officer**

**Part 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 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.

#### **Background:**

Health Consumers Queensland has involved many hundreds of consumers in consultation and information development during COVID-19. Consumer engagement hasn't been done at this volume or level of activity before and it's important to measure and evaluate its effectiveness.

This short-term project will involve reviewing data about when and how consumers were involved, seek qualitative input from consumers and key Queensland Health staff about the outcomes of this work and evaluate the processes and methods of engagement used. Involving consumers in co-designing this evaluation will give the opportunity to explore the intended consequences of these consumer partnerships as well as some of the unintended consequences (benefits to the consumers' social and emotional wellbeing during a time of intense uncertainty).

Based on our observations Queensland has had the strongest consistent engagement with health consumers in Australia and a stand out internationally as well. Evaluation will support evidencing the outcomes and communicating this to the national and global audience in health system effectiveness.

## **Outcome:**

Health Consumers Queensland will add to the evidence of how, when and why to involve consumers in healthcare decision making at a system wide level including during a crisis. A chance to share results in peer-reviewed journals, conferences and Health Consumers Queensland's own Annual Forum, with Queensland Health and with the consumer peaks across the country. This project will demonstrate how involving consumers in health care decision making adds value to the health system, whether it's on ethical considerations, communications, priority setting, developing new models of care/diagnosis and on patient experience and outcomes.

This project will help to embed consumer partnerships in the health system across Queensland and drive further improvements to enable sustainable growth and maturity of consumer partnerships.

It will also assist with Health Consumers Queensland's own operational and strategic directions, allowing us to reflect on whose voices were heard and how we can improve and strengthen our work.

## **Role**

This role will coordinate the co-design, delivery and dissemination of an external evaluation report demonstrating the impact of involving health consumers in COVID-19 decision-making in Queensland.

The Evaluation Officer will:

- Create project plan for the Evaluation Project
- Create project evaluation framework (with reference to HCQ's Evaluation Framework)
- Review and assess Health Consumers Queensland's data collection tools
- Input and manage baseline data and reporting
- Create an EOI to appoint external project evaluation consultant
- Liaise with external project evaluation consultant for successful delivery of evaluation report by 31 May 2021
- Creatively communicate the outcomes of the evaluation, with strong skills in infographics/ sharing data graphically
- Seek opportunities to share learnings

The Evaluation Officer works with the Project Team under supervision of the CEO.

This is a part time, fixed term position (0.7 or 26.6 hours per week, until 30 June 2020).

Health Consumers Queensland promotes a healthy work-life balance and is committed to offering employees a supportive family-friendly and flexible working environment. Health Consumers Queensland staff are primarily working remotely from home, and starting to transition to working part time from our office (Brisbane CBD).

At times, Health Consumers Queensland works closely or communicates regularly with members of our statewide network, which includes people living with disability, trauma, and low socioeconomic conditions. Additionally, our network includes people from culturally and linguistically diverse backgrounds, with English as a second language, gender, sexuality and relationship diverse, and

Aboriginal and Torres Strait Islander people. It is essential that team members have an awareness of inclusion and diversity, and that their language and behavior reflect this.

### **Key Skills**

1. High level data management and strong project management skills.
2. Demonstrated skills and experience of evaluating community services, including an understanding of frameworks and methodologies for these and when and how to apply them dependent on context and circumstances.
3. Experience appointing and liaising with external consultants.
4. Highly developed communication and interpersonal skills including: clear consumer-friendly writing skills; warm and professional phone and online meeting manner; a high degree of judgment, initiative, confidentiality, attention to detail and sensitivity in the performance of work.
5. Well developed written communication skills and development of infographics/graphic sharing of data.
6. 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.
7. The following computer skills are essential for this role: Microsoft Teams, Dynamics 365, Office 365, Outlook, Zoom.
8. A basic understanding of the Queensland health system and consumer and community engagement.

### **Relevant Qualifications**

1. Relevant qualifications and/or five years work experience in an NGO or health environment
2. Current drivers licence

**Closing Date: 9am, Monday 12<sup>th</sup> November 2020**