

Position Description

Position title	Program Officer, Consumer Participation
Responsible to	Manager, Consumer Participation
Responsible for	Nil direct reports
Location	Wollongong, Queanbeyan, Moruya & Nowra
Status	Part time
Hours	22.8 per week negotiable
Salary range	Band 2
Conditions	National Employment Standards Employment Contract Company policies and procedures
Remuneration and benefits	Base salary plus superannuation at statutory rate Salary packaging in line with Registered Health Promotion Charity status Professional development opportunities
Probity checks	Reference Checks National Criminal Record Check Qualifications / Certifications required for position
Level of delegation	As outlined in the Delegations Policy

Organisational context

COORDINARE is the values led Primary Health Network for South Eastern NSW supporting primary care in the region to be person centred, accessible; equitable; safe and high quality, comprehensive; population orientated; and coordinated across all parts of the health system. COORDINARE provides a unique blend of private and public perspectives and innovative thinking which aims to ultimately transform the health of people in the region.

COORDINARE has adopted a business model that is data-driven, using clinical expertise and consumer feedback, to determine local needs and co-design initiatives that improve health outcomes, achieve better consumer experiences, enhance provider satisfaction, and deliver value for money. Using population health data, working closely with our GP-led Clinical Councils, our Community Advisory Committee and through our strategic alliances with the Local Health Districts, we set clear local priorities as well as identify strategies to implement the national priorities locally.

COORDINARE works at four levels within the health system to achieve person centred care:

- **Involving consumers** in decision-making both at an individual level – around people’s own health, treatments, and illness-management and at an organisational level – around policy development, service design, delivery, and evaluation.
- **Supporting general practice** as the cornerstone of primary care.
- **Working within local communities** to commission services which improve outcomes for at-risk, high needs groups.
- **Building system enablers and designing service improvements** to optimise pathways for patients and coordinate their care.

COORDINARE commissions services, in line with our Commissioning Framework, focusing on those most at risk of poor outcomes, rather than providing services directly. Commissioning involves a strategic approach to purchasing services from providers, using information gathered from our Needs Assessments and analysis of local provider markets. Our approach to commissioning also involves ongoing and collaborative relationships with service providers, working together to design initiatives and ensure that contracted deliverables and quality outcomes are met.

Purpose

The Program Officer, Consumer Participation role will provide high level administrative support for all consumer engagement, consumer consultation and participation initiatives. Provide high level corporate support for the Community Advisory Committee, work in a busy and complex environment where there are competing demands, tight deadlines and limited resources.

Key accountabilities

- Provide high level administrative support to the Community Advisory Committee including:
Preparation of CAC meeting schedules, coordination of meeting calendars, preparation of meeting papers. This may include arranging venues, speakers, catering and oversight of audio-visual requirements, and including any follow up on actions required including drafting, validating and distributing meeting minutes, maintaining attendance register and paid participation arrangements in line with policy.
- Provide high level project support for consumer engagement initiatives which may include:
 - Maintaining and curating information for consumers on the web-based engagement platform
 - Organising consumer consultation and engagement approaches and liaising with engaged consumers
 - Supporting the development of COORDINARE's consumer advisor network
 - Growth and development including day to day oversight of Friends of COORDINARE
 - Supporting internal PHN consumer participation workflows and processes
- Provide high level administrative support to the Reconciliation Action Plan Working group including:
Preparation of meeting schedules, coordination of meeting calendars, preparation of meeting papers. This may include arranging venues, speakers, catering and oversight of audio-visual requirements, and including

any follow up on actions required including drafting, validating and distributing meeting notes, maintaining attendance register and paid participation arrangements in line with policy.

- Demonstrated competence in the use of computer-based systems to manage correspondence, documents and files and taking appropriate follow up action, including maintaining effective records and filing systems for all papers and related documents. Preparation of spreadsheets, briefing notes, submissions, correspondence, meeting minutes, presentations and other documents as directed.
- Manage enquiries via phone and email with due discretion, applying interpersonal and problem solving skills to negotiate appropriate outcomes, and ensuring confidential and sensitive matters are treated appropriately.
- Adhere to requirements for confidentiality and appropriate handling of commercially sensitive information.
- Other duties as required.

Key challenges

- Working in a hybrid workplace that is busy and complex with competing demands, tight deadlines and limited resources.
- Determining appropriate action to be taken when responding to issues raised by internal and external stakeholders.

Key outcomes

- High level administrative support is provided to ensure efficient committee operations are maintained
- High level project support provided to deliver effective consumer participation initiatives.
- Effective relationships with internal and external stakeholders developed and maintained.
- Opportunities for efficiencies and system improvements within scope of role identified and implemented.

Selection criteria

1. Demonstrated experience providing executive level administrative support as described in key accountabilities of position description.
2. Demonstrated ability to identify, prioritise, organise and monitor project activities with minimal supervision.
3. Knowledge of contemporary community engagement approaches including the ability to use social media and online communication platforms, as directed.
4. Excellent written and oral communication and interpersonal skills, including the ability to work collaboratively with a range of internal and external stakeholders.
5. Demonstrated ability to plan and organise meetings and other community engagement activities.

Desirable criteria

- Prior experience in curating consumer content for online communication platforms.

- Experience in / or interest in learning about Aboriginal and Torres Strait Islander culture and community participation approaches.

Personal qualities

1. Actively engages with peers and others to build productive relationships based on mutual respect, collaboration, and trust.
2. Interest in and knowledge of a range of cultures and a curiosity to understand the views of others.
3. Demonstrated commitment to COORDINARE's values and temperament for engaging in behaviour that is values-driven.
4. Demonstrated commitment to achieving common objectives of COORDINARE and drive and energy towards achieving work targets.
5. Perseverance in achieving objectives despite limited resources, tight deadlines, and occasional setbacks.
6. Current NSW Driver's licence and access to a comprehensively insured motor vehicle for work-related travel.
7. Current COVID 19 immunisation certificates.

COORDINARE is an equal opportunity employer embracing diversity. We strongly encourage applications from Aboriginal and Torres Strait Islander people. We are sector leaders with excellent benefits, and a hybrid workplace in the beautiful SENSW region.

Successful applicants must have the right to work in Australia, be willing to complete a Criminal Record Check and, due to our purpose and nature of our work, must be able to demonstrate up to date COVID 19 vaccination status or medical exemption.

As the incumbent of this position, I confirm I have read the Position Description, understand its content, and agree to work in accordance with the requirements of the position.		
Employee name:	Employee Signature:	Date:
Manager's name:	Manager's signature:	Date:

Please note if this PD is for a new role it will need to be reviewed and approved by the CEO.

Date	Version No.	Author	Approved by	Reason for update
December 2017	1	Director, Consumer Participation	CEO	New position
August 2021	2	Director, Consumer Participation	Director, Corporate Services	Updated for recruitment
February 2023	3	Director, Consumer Participation	CEO	Updated for recruitment