

Project and Program Support Officer, full-time, permanent

We are seeking a highly organised Project and Program Support Officer who loves people and being in a fast paced environment with lots of variety. The role plays a valuable part in supporting a range of projects, as well as being the first port of call for people connecting with Health Consumers' Council. This role will be full-time, although 30 hours/week may be considered if able to work them across five days of the week Monday – Friday.

The role offers:

- A high degree of variety – working with diverse community members and staff at all levels in the health and social care system
- The opportunity to be part of a consumer-first organisation with a focus on improving health equity and championing health rights
- A welcoming and inclusive workplace where everyone is encouraged to bring all of themselves to work
- The opportunity to be involved in a wide range of projects and to grow your areas of responsibility as your knowledge and skills develop
- A competitive not-for-profit annual base salary with salary packaging
- Additional leave entitlements

About you:

- You're looking for a role where you can apply your communication and administration skills to do work that you care about
- You're interested in the health system and care about people's experiences of it
- You're happy to muck in and enjoy working on a range of different projects and with different teams simultaneously

Position overview

This role provides project, general and executive administration support across all areas of HCC, working under minimal supervision to ensure the effective and smooth running of our small hybrid workplace. A proactive, collaborative and hands-on approach is needed for our agile and adaptable organisation, which has the consumer experience and voice at its heart.

A typical week might see you doing a range of tasks:

- Assisting with project tracking and coordination using our project management system
- Assisting with planning and delivering a range of events, workshops and activities by organising attendee lists, logistics and catering and consumer payments and enquiries
- Creating and sharing posts on social media guided by senior colleagues
- Stepping in to help with projects and liaise with clients when required
- Attending workshops and events when required to – this may include occasional after hours working
- Greeting visitors to our offices, responding to our reception phone calls, and responding to emails through our main inbox
- Managing the training room and equipment register
- Scheduling meetings, preparing agendas and recording minutes
- Managing stakeholder contact details through our Customer Relationship Management (CRM) system

- General office admin including organising travel and accommodation
- Generating simple reports and analysis from existing systems including data entry
- Providing executive support to the Executive Director, including managing diary requests

See the job description for a full outline of responsibilities for the role.

Selection criteria

Essential

1. A minimum of 2 years' experience in a similar role working across multiple business functions, including project administration
2. Well-developed interpersonal and verbal skills, with a demonstrated understanding of the sensitivity and empathy needed when communicating with vulnerable community members
3. Well-developed written communication skills, with the ability to write clearly and concisely for internal and external use
4. Excellent organisational skills, with high attention to detail and the ability to manage and prioritise deadlines and own workload with limited supervision
5. Demonstrated ability to use initiative and solve problems within own area of responsibility
6. Ability to plan and manage large meetings and events eg Annual General Meeting or similar
7. Be adept, or be able to quickly become adept in, a range of office software programs including Microsoft Office 365 Suite, project management software, and accounting software

Desirable

8. A demonstrated interest in the aims and purpose of HCC, for example, experience as a health consumer representative or volunteering in a similar advocacy organisation
9. Experience creating engaging content for social media and website use, and experience using Mailchimp.
10. An understanding of the community services and not for profit sector
11. Ability to develop and maintain productive relationships with diverse internal and external stakeholders, and navigate difficult conversations when required

To apply for the position

Send a cover letter of **no more than two pages** addressing the essential selection criteria (2, 3 and 4), along with a current resume outlining your work experience, skills and any relevant education or training to Tara Roopra, our recruitment partner via email at recruitment@talenting.com.au clearly stating which role you're applying for. Applications that do not address the criteria may not be considered.

- The closing date for applications is **8am on Monday 1 July 2024**.

If you require any adjustments to submit your application or wish to have a confidential discussion about the role, please contact Aimee Riddell, Corporate Services Lead on (08) 9221 3422 (Ext 2) or Tara Roopra, our recruitment partner via email at recruitment@talenting.com.au



About us

Health Consumers' Council exists to provide a strong independent voice for people using the health system in WA and to promote and protect the rights of patients and health consumers at every level of decision making in health.

In 2024 we are marking 30 years of action and advocacy for the WA community. Over that time we have championed and supported thousands of people to assert their rights and have their say on health. There have been many successes, including the fact that consumer and community voices are now present in many spaces that they were not 30 years ago.

But there is much more to be done.

Right now, huge changes are taking place in all areas of health as well as disability and aged care. With so much change in health and social care we need strong, confident, connected consumers that feel supported to speak up for their rights at every level of health more than ever.

And so in 2024, our 30th anniversary year, we are renewing our commitment to ensuring a strong presence for consumers and community members in all decisions relating to the health of Western Australians.

Exciting times ahead! Help us continue to build and grow the consumer movement in health

To help us achieve our vision of improved health outcomes and experiences for everyone, driven by strong health consumer voices at every level of decision making in health, we are growing our small but mighty team.

By making changes to some existing roles and having secured some growth funding, we are excited to invite new people into our team.