



The Consumers Health Forum of Australia (CHF) is the national peak body representing the interests of Australian healthcare consumers. CHF works to achieve safe, quality, timely healthcare for all Australians, supported by accessible health information and systems. We are looking for an Executive Officer to join our team. If you have the requisite skills and want to play a part in affecting health policy at a national level, we'd like to hear from you.

<b>Position Title:</b>	Executive Officer
<b>Responsible to:</b>	Chief Executive Officer
<b>Responsible for:</b>	Consumer and Member Relationships Coordinator
<b>Location:</b>	Consumers Health Forum of Australia, Deakin, Canberra, ACT
<b>Status:</b>	Full time one-year fixed term contract with the option of renewal
<b>Hours:</b>	38 hours per week
<b>Salary Range:</b>	\$93,075 per annum total remuneration package + health promotion charity benefits
<b>Conditions:</b>	National Employment Standards Employment Contract Company policies and procedures
<b>Remuneration &amp; Benefits:</b>	Base salary plus superannuation at statutory rate Salary packaging in line with Registered Health Promotion Charity status Flexible work practices
<b>Probity Checks:</b>	Reference Checks May be required to pass a National Criminal Record Check if recommended for appointment 100 points of Identification including Drivers Licence
<b>Organisational Profile</b> The Consumers Health Forum of Australia (CHF) is the national peak body representing the interests of Australian healthcare consumers and those with an interest in health consumer affairs. CHF works to achieve safe, quality, timely healthcare for all Australians, supported by accessible health information and systems. CHF does this by: <ul style="list-style-type: none"> <li>• advocating on behalf of consumers for consumer-centred health policies and programs</li> <li>• engaging with the members of CHF to be influential voices in healthcare</li> <li>• empowering consumers to be active participants in healthcare decision making</li> <li>• harnessing evidence to develop and promote consumer-centred health policies and services</li> <li>• sustaining a member-driven, values-based, well governed organisation.</li> </ul> CHF values: <ul style="list-style-type: none"> <li>• our members' knowledge, experience and involvement</li> <li>• a policy culture that values consumer experiences and insights</li> <li>• early intervention, prevention and early diagnosis</li> <li>• collaborative, integrated health and social care</li> <li>• working in partnerships with members and stakeholders.</li> </ul>	

CHF members and wider networks reach thousands of Australian health consumers across a wide range of health interests and health system experiences. CHF policy is developed through consultation with members and stakeholders, ensuring that CHF maintains a broad, representative, health consumer perspective.

CHF is committed to being an active advocate in the ongoing development of Australian health policy and practice. CHF has recently refreshed our strategy. Our *Strategic Plan 2018-2022* is accompanied by a long-term funding diversification plan.

Our organisational objectives are:

*Advocating for impact* – making credible and authoritative contributions to national health and social care policy and system design

*Consumers shaping health* – equipping consumer leaders to act with impact and influence

*Partnering for purpose* – strategically partnering with members, networks and stakeholders to maximise the impact of consumer voices and shape better health and social care

*Resilient and strong* – maintain and growing a strong and diverse membership and assuring our financial sustainability.

An Executive Officer position provides high level executive and strategic support to the CEO and Board as we seek to further extend CHF's influence, brand visibility and organisational growth.

### **Purpose**

- To provide high-level strategic support and advice to the CEO in order to maintain and manage stakeholder relationships; protect and grow CHF's brand, visibility and value proposition; develop new CHF partnerships and diversify CHF's income
- To provide high-level executive support to the CEO to ensure the efficient operation of the CEO's office, CHF operations and delivery of Board secretariat and other governance functions

### **Key Accountabilities**

- Provide high level support to the CEO to maintain and manage stakeholder relationships, uphold and extend CHF's reputation and brand, develop new CHF partnerships/strategic alliances and pursue revenue raising opportunities
- Support the CEO to plan, lead and position CHF's existing and planned thought leadership and other strategic events such as roundtables, Member Forums, Ministerial roundtables, and the inaugural Australian and NZ Consumer Experience and Leadership Summit
- Provide high level executive support to the Board and Board sub-committees by working with the CEO to coordinate meeting schedules, compile agendas and papers and take follow-up on actions
- Assist the CEO manage CHF operations through overseeing the delivery and maintenance of key office management and public relations functions such as CHF's future social media strategy, contracts register, reception, and management of supplier contracts for outsourced functions such as HR, IT and financial services
- Assist the CEO and Finance, Audit and Risk Management (FARM) Committee with the development and management of CHF's annual budget, monitoring including management reports and audit in collaboration with outsourced financial services
- Oversight executive support to the CEO and Board in coordination with the Consumer and Member Relationships Coordinator including diary management and meeting arrangements; email management as agreed; travel arrangements as required; liaison with internal and external stakeholders; preparation of written correspondence; and compliance with corporate governance requirements.

**Key Relationships**

- Internal - CEO/Company Secretary, Board, Consumer and Membership Coordinator, Digital Communications Coordinator
- External – Government, Parliamentarians, CHF members, CHF partners, key NGO stakeholders, sponsors, CHF suppliers

**Key Challenges**

- Working in a busy and complex environment where there are 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 executive and strategic support to the CEO, with a focus on relationship and reputation management, partnership development and income diversification
- High level executive support to the Board
- Effective and efficient CEO and CHF office operations.

**Selection Criteria**

1. Extensive experience in providing strategic business support services to senior executives and Boards in the not-for-profit “for purpose” sector.
2. Experience in strategic event management conceptualisation and coordination.
3. Substantial experience in initiating, prioritising, negotiating, organising and completing tasks in a complex and busy workplace with minimal supervision as well as the ability to respond flexibly to changing priorities.
4. Excellent communication, marketing and interpersonal skills, including both written and oral communication, telephone manner, ability to analyse and respond promptly to requests, and deal with key stakeholders as a first point of contact in liaising with the Chief Executive and the Board.
5. Demonstrated ability to liaise effectively with a diverse range of stakeholders whilst maintaining confidentiality and exercising discretion in supporting the Chief Executive Officer.
6. Demonstrated ability to work collaboratively to achieve innovative and practical solutions.
7. High levels of financial literacy and budget development and oversight.
8. Well-developed computer skills in Microsoft Office including Word, Excel and PowerPoint and familiarisation with customer relationship management (CRM) systems.
9. Tertiary qualifications in a relevant field such as business, marketing or project management desirable but not essential.

Date	Version No.	Author	Approved by	Reason for update
June 2020	3	CEO	CEO	Revised duties