



Executive Director – Position Description

Salary: \$149,172 - \$167,151 + NFP Salary Sacrifice options

Purpose

The Executive Director leads the vision, strategy, and operations of the Health Care Consumers' Association (HCCA), ensuring we are grounded in consumer engagement and representation to achieve our goals for a high quality, safe, accessible, and consumer-centred health care system.

Who we are

HCCA is the peak consumer health advocacy organisation in the Canberra region. We are independent, membership based and consumer focused. As we look to the future, empowering consumers to be active in managing our health and creating positive systemic change is more important than ever.

We work to ensure consumer perspectives and expertise are heard at all levels of health service design and planning, policy development, research, and service delivery. Respect, inclusion and diversity are central to who we are, as is sustaining and valuing the contribution of our members.

HCCA is guided by four core values: integrity, collaboration, equity in health outcomes and inclusiveness.

Overview of the role

The Executive Director will lead HCCA as a well-governed, influential, effective, and financially sound consumer organisation. They will be a team player, working respectfully and effectively with the Executive Committee, members, staff, partners, and key stakeholders. Core functions of the role are:

- Strategic leadership
- Governance
- Operational management
- Stakeholder engagement and relationships
- Policy and advocacy
- People and culture

Key responsibilities

Strategic leadership

- Clearly articulate what it means to be a membership organisation in the business of health promotion and consumer representation and promote the value this has for health care consumers, decision makers, and health professionals.
- Work collaboratively with members, staff, and the Executive Committee to develop HCCA's strategic plan and steer HCCA in pursuing its vision, goals, and priorities.



- Foster a culture of continuous improvement and excellence in all aspects of HCCA's work.
- Inspire thinking, engagement, connection, and renewal across the organisation, as keys to sustainability and impact.
- Represent HCCA at a high level on key committees and inquiries, in the media, with government and community leaders and in public forums.

Governance

- Support the Executive Committee in effective governance through timely advice and quality reporting, continuous improvement of governance processes and accountability to members.
- Work closely with the President in enabling the Executive and other governing committees to fulfil their responsibilities and be alert to emerging opportunities, challenges, and risks.
- Ensure HCCA is compliant with relevant legislation, regulatory frameworks, agreements, and contracts, and has appropriate systems in place to anticipate, identify and manage risks.
- Work to establish and maintain clear boundaries and delegations between the Executive Committee and Executive Director.

Operational management

- Oversee budget development and review, expenditure, and financial reporting, ensuring use of resources is in line with strategic priorities.
- Set up, maintain and review structures, policies, systems, and processes that make for a well-run organisation.
- Manage recruitment, development and performance of senior staff and develop the management team as a collegiate and effective leadership group.
- Lead work to secure the resources HCCA needs and oversee development of funding proposals, negotiation and management of contracts and reporting to funders.
- With the management team, ensure programs are well planned, coordinated, and evaluated, and operate within performance targets, timelines, and budgets.

Stakeholder engagement and relationships

- Foster direct engagement of members and other consumer bodies in the processes influencing decisions about the health care system.
- Develop and maintain influential relationships with elected officials, political advisors and public servants across the ACT and Federal Governments, to sustain HCCA's influence, reputation, and profile.
- Convene, facilitate and chair a range of committees and forums that position HCCA as an influential peak organisation and a partner and ally to other stakeholders.



- Ensure HCCA's membership structures and processes are working effectively and there is strong accountability to members across HCCA's work.

Policy and advocacy

- Oversee the development, management, and interpretation of HCCA policy positions.
- Ensure HCCA's policy positions are developed through consultation with members and other community groups, and are informed by relevant research, evidence, and consumer experience.
- Stay abreast of policy, funding and program developments in the health system and position HCCA to have influence at key points in reform processes and decision-making.

People and culture

- Nurture a supportive, productive, and inclusive organisational culture for members, staff, and the Executive Committee.
- Manage staff in a way that balances autonomy, trust and flexibility with clear direction and support when needed.
- Support ongoing learning and professional development of staff.
- Provide opportunities for staff to see the bigger picture and stay connected, so they can contribute skills and ideas to HCCA's success beyond their immediate responsibilities.

Selection criteria

The HCCA Executive Director needs to demonstrate commitment, knowledge, experience, and leadership attributes that make them a good fit for HCCA.

The skills and experience needed

1. Commitment to the centrality of consumer voices and expertise in individual health care management and improving the quality and effectiveness of the health system.
2. Recent executive management experience in a community sector organisation – with strong capabilities in strategy, finance, governance, program oversight, staff management, digital communication platforms and IT.
3. Experience with organisations that have an active membership - where member engagement and participation is core to mission.
4. Experience with community sector boards and familiarity with the requirements and responsibilities of a governing body.
5. High competence in overseeing a wide portfolio of programs and activities and holding the organisation together around its core purpose and priorities.
6. Demonstrated ability to think and act strategically, combined with highly developed conceptual, analytical, and problem-solving skills.



7. Strong political acumen and systems awareness and an ability to work through multiple channels to influence decisions and ensure consumers participate in decision making.
8. Outstanding communication and interpersonal skills and the ability to make HCCA's work and policy positions accessible to different audiences.
9. Wide experience building and sustaining partnerships and working collaboratively with diverse stakeholders, including ministers, elected officials, and government agencies.

Leadership style and attributes

- Inclusive, respectful, and relational approach
- Integrity and sound judgment
- Positive energy that motivates and inspires others
- Able to balance aspiration and pragmatism in working for change
- Courageous - willing to speak truth to power and take hard decisions when needed

Qualifications

Relevant tertiary qualifications and further training relevant to community sector leadership.

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