

POSITION DESCRIPTION



1. POSITION DETAILS	
Position Title	People's Health Voice Project Officer
Reports To	Manager Projects and Engagement
Date Approved	June 2026
Level	SCHADS Level 5
Hours	0.6 FTE (20.8 Hours)
Employment type	3-year contract
Review Date	June 2026
2. POSITION CONTEXT	
Organisational Overview	<p>The South Australian Council of Social Service (SACOSS) is the independent peak body for the non-government health and community services sector in South Australia.</p> <p>SACOSS has been successfully advocating, collaborating, leading and mobilising to eliminate poverty, inequality and injustice in South Australia for more than 75 years.</p> <p>As a peak body, we have a number of key roles, including:</p> <ul style="list-style-type: none"> • Representing the sector and amplifying the voices and interests of people who currently experience poverty, inequality and injustice, and the sector that supports them • Researching, raising awareness of, developing policy solutions and campaigning to reduce poverty and disadvantage • Sharing information, knowledge and innovation to drive better policy and practice as well as building alignment and shared purpose across the health and community services sector • Building the capacity of the health and community services sector, and people faced with disadvantage to challenge poverty stereotypes and better respond to their circumstances.
Project Overview	The People's Health Voice (PHV) project is funded by SA Health to support ongoing participation of diverse communities in health policy, planning and system improvement activity that strengthens equitable access to healthcare and health services in South Australia.
Position Purpose	The role of the People's Health Voice Project Officer is to coordinate and support the ongoing operation of the People's Health Voice, including community engagement,

	governance, communications, stakeholder relationships, and policy and advocacy activities. The role contributes to strengthening health system access, inclusion and responsiveness, particularly for communities experiencing health inequities.
Position Level Descriptor	<p>The People’s Health Voice Project Officer operates under the direction of the Director Policy and Advocacy and/or Senior Manager and is responsible for coordinating and delivering ongoing PHV activities and operational functions.</p> <p>The role coordinates community engagement, stakeholder relationships, governance processes, communications, advocacy and reporting activities consistent with the SACOSS strategic plan. The Project Officer works closely with PHV Community Steering Committee members, community stakeholders, health system representatives and partner organisations to support meaningful and inclusive participation in health system improvement processes.</p> <p>The Project Officer requires knowledge of community engagement principles and practices and an understanding of lived experience participation, co-design and health equity approaches within community and/or public health settings.</p>
Line Management Responsibility	Accountable to the SACOSS Manager Projects and Engagement
Special Conditions	<p>Some intrastate travel and out of hours work may be required.</p> <p>Appointment subject to a Criminal History Check prior to confirmation of appointment.</p>

3. RESPONSIBILITIES	
KEY RESULT AREA	ROLES
Project Management	<ul style="list-style-type: none"> • Coordinate and implement ongoing People’s Health Voice activities in accordance with funding agreement requirements and SACOSS priorities • Coordinate governance, engagement, communications and reporting activities associated with the People’s Health Voice, including support to the PHV Community Steering Committee • Maintain project documentation, communication systems and reporting processes associated with PHV activities and outcomes • Monitor project activities and contribute to continuous improvement processes across PHV operations
Stakeholder Engagement	<ul style="list-style-type: none"> • Develop and maintain positive working relationships with community organisations, consumer groups, lived experience participants, health system representatives and other stakeholders • Coordinate inclusive and accessible community engagement and consultation activities • Support participation and information-sharing across health, community and consumer networks

	<ul style="list-style-type: none"> • Represent SACOSS and/or the People’s Health Voice at meetings, consultations and events as required • Support continuity of participation and connection with communities experiencing barriers to healthcare access and inclusion
Research, Policy Development and Advocacy	<ul style="list-style-type: none"> • Undertake research, environmental scanning and analysis relating to health access, inclusion and responsiveness issues relevant to the People’s Health Voice and SACOSS priorities • Prepare and contribute to submissions, reports, briefings, consultation responses and community-facing resources • Identify and document systemic issues raised through PHV engagement activities and community feedback, and contribute to associated policy and advocacy activities • Support dissemination of PHV insights, activities and outcomes through communications and stakeholder engagement activities
Sector Engagement and Capacity Building	<ul style="list-style-type: none"> • Support activities that strengthen understanding of lived experience participation and community engagement approaches across the health sector • Support community members to participate safely and meaningfully in consultation, engagement and policy processes • Promote sharing of community perspectives, lived experience insights and examples of good practice • Contribute to collaborative relationships across the health, community and consumer sectors
Organisational Support	<ul style="list-style-type: none"> • Coordinate events, consultations and communications activities relevant to the People’s Health Voice • Contribute to SACOSS organisational activities as required • Assist other staff and general office functioning as required

4. SKILLS / KNOWLEDGE / EXPERIENCE PROFILE

Essential criteria

1. Knowledge of community engagement principles and practices and experience supporting community participation, co-design and/or lived experience approaches in community, health and/or social policy settings.
2. Demonstrated ability to undertake research, information gathering and synthesis to support engagement, advocacy and operational activities.
3. Ability to manage competing priorities, work collaboratively and meet deadlines within agreed timeframes.
4. Strong interpersonal and communication skills, including the ability to build positive working relationships with a range of stakeholders.
5. Well-developed written communication skills, including the ability to prepare reports, briefings, submissions and stakeholder resources.
6. Awareness of social, economic and systemic issues affecting South Australians experiencing disadvantage and health inequities.
7. Commitment to the vision and purpose of SACOSS and the People's Health Voice.

Desirable criteria

1. Relevant tertiary qualifications in health, social policy, community development, public health, social research or a related field.
2. Knowledge of the South Australian health and community services sectors.
3. Experience coordinating community engagement, participation and/or consumer involvement activities.

5. ACKNOWLEDGEMENT

Employee		Date
Chief Executive Officer		Date