

Position Description

Engagement Lead – Multicultural Focus

Position	Classification	Location	Reporting relationship	Direct reports
Engagement Lead – Multicultural Focus	SCHADS Level 6	Mount Lawley with the opportunity to work from home as agreed	Reports to the Engagement and Systemic Advocacy Manager	No direct reports

Organisational context

Health Consumers' Council WA (HCCWA) is an independent, community-based organisation (est.1994) that promotes and supports the consumer voice in health policy, planning, research and service deliver.

HCCWA provides:

- Individual advocacy for consumers navigating the health system
- Engagement and partnership opportunities to embed lived experience in decision-making

HCCWA exists to ensure consumer rights are upheld across all levels of the health system

Position overview

This role leads engagement with culturally and linguistically diverse communities to strengthen consumer voice and inform health policy, service design and system reform.

The role:

- Leads culturally responsive, trauma-informed engagement with multicultural communities
- Translates lived experience into insights, reports and recommendations to influence health policy, services and reform
- Builds partnerships and supports organisational capability in multicultural engagement
- Designs and delivers engagement projects, including facilitation, consultation and reporting

This position works across core funded and free-for-service projects and contributes to HCCWA's sustainability and impact.

Vision, purpose, and values

Vision

Equitable, person centred, high quality healthcare and improved outcomes for all in WA

Purpose

To amplify consumer voices to drive better health outcomes

Values

Equity and inclusivity

Compassion

Collaboration

Courage

Care

Integrity

Key responsibilities

Community engagement and partnerships – multicultural focus

- Engage culturally and linguistically diverse consumers, carers families and communities to understand their health and care experiences
- Contributes to the building and nurturing of the consumer representative community with a focus on multicultural consumers and communities
- Build and maintain respectful, trusted relationships with multicultural communities, leaders, bicultural workers and partner organisations
- Raise awareness of HCCWA services, health rights opportunities for participation
- Support meaningful and inclusive consumer participation in consultations, advisory groups and advocacy activities
- Plan, deliver and evaluate culturally responsive engagement activities (e.g. forums, workshops, consultations)
- Use culturally responsive, trauma-informed and equitable approaches, including use of interpreters and accessible communication
- Contribute to development and review of health literacy resources for diverse communities

Engagement design, facilitation and consumer participation

- Design inclusive, accessible engagement approaches that meet the needs of diverse communities
- Facilitate safe, respectful and welcoming discussions across different cultures and lived experiences
- Develop clear and practical engagement materials (plans, tools, questions, participation information and evaluations)
- Support consumers to build confidence and capacity to participate in and influence the health system
- Provide practical advice to stakeholders on engaging effectively with multicultural communities
- Contribute engagement knowledge and support team projects and priorities

Systemic advocacy and consumer insight

- Listen to and bring together consumer experiences to identify systemic issues impacting multicultural communities
- Contribute insights to advocacy work, policy development, reports and external forums
- Analyse and present feedback in clear, accessible ways for difference audiences
- Work collaboratively to identify trends, priorities and opportunities for improvement
- Support communication of systemic issues in ways that reflect and respect consumer experiences
- Share multicultural perspectives through relevant networks and forums

Project delivery and coordination

- Deliver or support engagement projects (core and fee-for-service)
- Manage projects plans, timelines, deliverables and reporting requirements
- Coordinate stakeholders, logistics, communications and documentation
- Maintain accurate and up-to-date records across systems and platforms
- Identify and respond to risks, issues and emerging priorities

Relationships, organisational and contribution and business development

- Build and maintain strong relationships with internal teams and external partners across the health and multicultural sectors
- Collaborate across teams to achieve shared goals and support inclusive engagement approaches
- Contribute to proposals, planning and opportunities that strengthen partnerships and organisational impact
- Support and build internal capability in engagement, inclusion and trauma-informed practice
- Contribute to continuous improvement of team practices, systems and ways of working

Individual commitment

- Uphold HCCWA's values and behaviours
- Comply with policies, standards and legislation
- Maintain professional development
- Work autonomously with sound judgement, escalating issues as required
- Undertake other duties as required

Accountability and governance

- Operate within delegated authority and seek Manager approval for proposals, budgets, policy submissions and escalated risks
- Comply with organisational policies, procedures and work health and safety requirements

Cultural competencies

- Commitment to equity, inclusion and social justice
- Understanding (or willingness to learn) Aboriginal health, cultural safety and Noongar context
- Ability to work with diverse communities
- Use of trauma informed strengths-based approaches

Experience, knowledge and qualifications

Essential

1. 3+ years' experience in community engagement, consumer engagement, community development, health promotion, advocacy, social research or a related field, including work with culturally and linguistically diverse communities.
2. Strong understanding of culturally responsive, inclusive, trauma-informed and equity-centred engagement practice.
3. Demonstrated ability to build and maintain trusted relationships with multicultural communities, community organisations and other stakeholders.

4. Strong facilitation skills, including experience facilitating small, medium and large groups in person, online and in hybrid settings.
5. Experience designing, coordinating and evaluating engagement activities such as consultations, workshops, forums, listening sessions, training or co-design activities.
6. Experience gathering, analysing and synthesising qualitative data, lived experience insights or community feedback and presenting findings in accessible ways for diverse audiences.
7. Ability to contribute to systemic advocacy by identifying themes, issues and opportunities for change from consumer and community experiences.
8. Strong written communication skills, including the ability to prepare reports, summaries, briefings, submissions, presentation or other high-quality written materials.
9. Ability to manage multiple priorities and projects, meet deadlines and work with a high degree of autonomy.
10. Collaborative working style with an ability and willingness to support team priorities and contribute to a positive team culture.
11. Confident using Microsoft Office and confidence using or learning digital systems such as project management, event, email and marketing and CRM platforms.

Desirable

- Strong understanding of the WA health system and current issues affecting health consumers.
- Existing connections with multicultural communities, bicultural workers, multicultural organisations or relevant networks in WA.
- Experience working with interpreters, translated material and/or multilingual health information.
- Experience contributing to fee-for-service work, grants, service agreements, proposals or business development.
- Experience in co-design, deliberative engagement, training, health literacy or capacity building.
- Relevant tertiary qualification or equivalent experience in community development, public health, social work, social policy, health promotion, communications, research or a related discipline.
- Interest in digital literacy and ability to identify and pursue opportunities or organisational improvement.

Other employment requirements

- Must have the right to work in Australia.
- National Police Clearance - HCCWA can organise this.
- Working With Children Check, if required for the role.
- Ability to travel within WA, if required.

Executive Director Approval:

Date:

Creation Date:

Date to be reviewed:
