



POSITION DESCRIPTION

POSITION TITLE:	Stakeholder Engagement Officer
PROGRAM:	Primary Care Program - Training and Capacity Building
STATUS:	Full-time (38 hrs per week), Fixed Term (until 30 June 2028)
REPORTING TO:	Team Leader, Training and Capacity Building
LOCATION:	200 Hoddle Street, Abbotsford VIC 3067
CLASSIFICATION:	Thorne Harbour Health Limited Enterprise Agreement 2026/SCHADS Award - SACS Level 5.

1. ORGANISATIONAL ENVIRONMENT

Thorne Harbour Health (THH) is a community-controlled health organisation governed by our members and accountable to the *communities we serve*.

THH began as the Victorian AIDS Action Committee in July 1983 and for over 40 years, the organisation has led the Victorian community's response to HIV and AIDS. Thorne Harbour Health is now responding to a broader range of issues and began operations in South Australia in 2015. Thorne Harbour Health aims to improve the health, social and emotional well-being of LGBTIQ+ communities and those living with or affected by HIV, with a particular emphasis on bringing the HIV and AIDS epidemic to an end.

Our Vision

A world where our communities are healthy and live safely, with dignity and wellbeing.

Our Mission

To deliver community-led and culturally appropriate health and wellbeing programs informed by and responsive to our communities, always advocating to reduce stigma and discrimination.

The Communities We Serve

When we talk about 'the communities we serve', language matters. We use words in ways that acknowledge and demonstrate respect for the way we describe our bodies, genders, and relationships. The terminology our communities use is complex and evolving, and identities can shift and change over the course of a person's life. We now use the LGBTIQ+ acronym as a collective term, but not all see it as inclusive enough. At Thorne Harbour Health, the

communities we serve are made up of unique people with diverse backgrounds and experiences who identify as lesbian, gay, bisexual, people with innate variations of sex characteristics, trans and gender diverse, non-binary, intersex, queer, other sexualities, gender bodily diverse people, and all people living with HIV. HIV continues to be important to us because it's where we began and will always be part of our communities' experience. While we remain committed to using and advocating for inclusive language and will endeavour to always describe people in the way they describe themselves, for the purpose of communication and accessibility of this strategic plan, we will use the term 'our communities' when referring to the diverse communities we serve.

This strategy is informed by our communities. We acknowledge the people we have lost to HIV, transphobia, homophobia, stigma, and discrimination. We acknowledge the learnings and guidance from our communities' elders and honour their legacy.

For more information on our organisation, please visit our website www.thorneharbour.org

2. PROGRAM CONTEXT, ROLE & FOCUS

In partnership with the Australian Research Centre in Sex, Health and Society (ARCSHS), ACON and Portable, Thorne Harbour Health is delivering the Safe Spaces project, an initiative that aims to improve access to knowledgeable, affirming, and safe primary healthcare for LGBTQIA+ people across Australia.

The Safe Spaces project is developing national standards and an accreditation framework for primary care providers. Through accreditation, providers will have access to resources, specialised training, and ongoing support to help create inclusive and culturally safe healthcare environments. The framework is informed by lived experience, consumer perspectives, and health sector expertise to ensure it reflects the diverse health needs and experiences of LGBTQIA+ communities across Australia.

To support this work, Thorne Harbour Health is establishing a range of national advisory groups that will embed lived, clinical, and organisational expertise into the development of the accreditation framework.

3. POSITION ROLE AND RESPONSIBILITIES

The Stakeholder Engagement Officer will lead the design, recruitment, and coordination of these advisory groups, ensuring that LGBTQIA+ lived experience, consumer perspectives, and input from stakeholders across the health and LGBTQIA+ sectors to meaningfully inform the development, implementation, and continuous improvement of the accreditation framework. The role will work closely with a supervisor at ACON and a team lead at Thorne Harbour Health, while liaising with all consortium partners throughout the project.

Key responsibilities include:

- Developing Terms of Reference for lived experience, consumer, and stakeholder advisory groups
- Developing EOI's and position descriptions for advisory groups
- Recruiting, interviewing and onboarding members

- Coordinating, scheduling, and chairing advisory group meetings across multiple Australian time zones, including providing secretariat support
- Organising adequate remuneration for advisory group members, ensuring payments are submitted to finance and are tracked for acquittal purposes
- Implementing trauma-informed and psychologically safe practices to support participation in advisory groups
- Designing and implementing feedback processes for advisory groups
- Synthesising and communicating advisory group feedback to consortium partners, ensuring lived experience, consumer, clinical, and stakeholder perspectives are accurately reflected in accreditation standards, training modules, resources, and policies
- Planning, coordinating, and facilitating communities of practice
- Liaising with consortium to facilitate one-off consumer and stakeholder feedback sessions
- Assisting relationship managers to support general practice clinics participating in the Safe Spaces accreditation program.

4. KEY SELECTION CRITERIA

Qualifications

- A tertiary qualification in public health, health promotion, community development, social work or a related field (desirable)

Skills and experience

- Demonstrated experience in establishing and managing advisory or consultancy groups, ideally in LGBTQIA+ and/ or health care settings.
- Demonstrated knowledge of co-design and participatory engagement approaches, with experience supporting lived experience participation.
- Understanding of trauma informed approaches to working with LGBTQIA+ communities.
- Knowledge of the Australian healthcare system and the barriers and facilitators to LGBTQIA+ inclusion in healthcare settings.
- Proven ability to manage multiple workstreams, coordinate activities and deliver high-quality outcomes.
- Demonstrated ability to communicate effectively with a diverse range of stakeholders, including excellent verbal and written communication skills.
- Experience working within LGBTQIA+ communities.
- Lived experience as a member of the LGBTQIA+ community.

Desirable

- Familiarity with quality improvement or workforce development initiatives.
- Experience working in healthcare settings.
- Experience establishing and facilitating communities of practice, especially within healthcare and/ or LGBTQIA+ settings.
- Relevant experience as a relationship manager or similar Stakeholder Engagement roles, ideally in an LGBTQIA+ organisation and/or health care setting.

5. CONDITIONS OF EMPLOYMENT

- Salary is paid in accordance with the Thorne Harbour Health Limited Enterprise Agreement 2026. The classification for the position is SCHADS Award/SACS Level 5.
- Salary packaging is available at Thorne Harbour Health. It is a legitimate method of restructuring existing salary into a combination of salary and expense payment benefits to provide a higher net remuneration for the employee.
- Employer's contribution to superannuation will also be paid.
- Conditions of employment are as stated in the Thorne Harbour Health Limited Enterprise Agreement 2026.
- The position is for 38 hours per week.
- Completion by Thorne Harbour Health of a satisfactory police check.
- Evidence of a valid Working with Children Check.
- A willingness and ability to work flexible hours is required, including some early morning, evening and weekend meetings and other work-related commitments.
- A Confidentiality Agreement must be signed.
- Thorne Harbour Health is an equal opportunity employer. All staff members are required to contribute to creating a non-discriminatory workplace.
- Thorne Harbour Health provides a non-smoking workplace.
- Membership of the appropriate union is strongly encouraged.
- Candidates must have full working rights in Australia and may be required to provide proof of this eligibility.

6. PROFESSIONAL SUPERVISION

Thorne Harbour Health has a commitment to ensuring that staff members receive high quality supervision on a regular basis. This role is required to attend this supervision.

7. WORKPLACE HEALTH & SAFETY

As an employee of Thorne Harbour Health, staff need to strive to ensure a safe and healthy workplace by complying with the provisions of Section 25 of the Occupational Health and Safety Act 2004 (Victoria) (Duties of Employees) or Section 28 of the *Work Health and Safety Act 2012* (South Australia) (Duties of Workers).

8. APPLICATION PROCESS

Written applications addressing the selection criteria and including a resume and the names and contact details of three professional referees should be sent to recruitment@thorneharbour.org

For further enquiries please contact LJ Connolly-Hiatt - Team Leader, Training and Capacity Building on 0436674818 or via email - education@thorneharbour.org

Applications close on Sunday 23 August 2026

Important: it is essential that applicants specifically address the selection criteria. Where selection criteria have not been addressed, applications will not be considered.