

Position Description

Position Title	Project Officer - Consumer engagement and resource development
Location	Brisbane, Melbourne or Sydney
Team	Consumer Programs
Employment Status	Full Time
Award	Social, Community, Home Care and Disability Services Industry Award 2010 (Social and Community Services)
Level	3
Reports to	General Manager – Consumer Programs and Partnerships
Direct Reports	Nil
Version	December 2024

PURPOSE OF POSITION DESCRIPTION

The purpose of this position description is to document the purpose, desired candidate attributes and key responsibilities encompassed within the role. The key areas of responsibility and performance indicators are tied to performance review and career development. This document should be reviewed annually as changes in the organisation may result in the need to update the position description.

SECTION 1

OUR VISION

Lung Foundation Australia enables life-saving lung health and lung cancer research, and champions programs so that Australians with lung disease and lung cancer can live their best life.

OUR MISSION

By 2030, Lung Foundation Australia will be recognised as one of the world's most innovative and effective lung health charities and a fearless leader of lung health and lung cancer policy, programs and research.

STRATEGIC PILLARS

- Healthy lungs for all
- Australia's lung health research funding incubator
- Impactful and meaningful lung disease programs and support
- Valuing our people
- Purposeful leadership and ethical governance.

LUNG FOUNDATION AUSTRALIA VALUES

Our values are represented by **BE FAIR**

- **Bold** | be proactive and take risks that achieve our Mission.
- **Entrepreneurial** | be focused on outcomes and strive to find new ways of working, remembering we are profit-for-purpose.
- **Fair** | be equitable and work in the interests of all our stakeholders, particularly patients and their carers.
- **Agile** | be responsive and proactive to create positive change.
- **Innovative** | be inventive and find new ways of doing things that achieve our Mission.
- **Respectful** | be honest and work hard every day in every way – we are funded by the community they should expect nothing less.

OUR TEAM

Lung Foundation Australia is an award-winning profit for purpose organisation and national peak health and advisory body. Lung Foundation Australia is an Employer of Choice.

Lung Foundation Australia is embarking on a new corporate strategy following five years of sustained growth in brand, influence, funding, and reach. Our strong performance saw the Lung Foundation Australia named Non-Government Organisation of the Year in 2020 and 2023 and The Voice Projects Best Place to Work in 2020, 2021, 2023 and 2024. Before applying we encourage you to learn more about our Mission and impact by reading our Annual Impact Report

<https://lungfoundation.com.au/about/annual-reports/>

We operate from three offices: Brisbane, Sydney and Melbourne with a national footprint established by our support and research programs. We are committed to work life balance and flexibility in the workplace.

As our impact grows with increased government and community funding so does our team and our army of volunteer supporters. Over the next five years, Lung Foundation Australia is anticipated to increase its headcount by 100%+ as new offices are opened, and new projects are commenced.

SECTION 2

PURPOSE OF THIS ROLE

The Project Officer Role is primarily responsible for the implementation of activities outlined in the consumer engagement strategy at Lung Foundation Australia and in the development and provision of quality information and resources.

Lung Foundation Australia has developed a model for consumer engagement that ensures consumers have an opportunity to connect and partner with LFA to contribute to our mission across key domains in research, advise (consumer advisory groups), advocacy, marketing and communications and awareness raising. This role will coordinate activities that are key to the implementation of the

consumer engagement strategy to ensure LFA is providing meaningful and authentic engagement opportunities and that consumer's experience with LFA is a positive one. In alignment with our commitment to consumers, this role will also work as a key contributor to delivering the LungIQ Program at LFA under the quality resources portfolio, to ensure that the resources provided by LFA for consumers are evidence informed, align with strategic objectives, address the pain and gain points, identified through Lived Experience Research, reviewed and updated appropriately and are having an impact.

SKILLS, QUALIFICATIONS AND KEY ATTRIBUTES REQUIRED (KEY SELECTION CRITERIA)

Qualifications

This role is ideally suited to an individual with a qualification in a clinical, public health, community development or related discipline.

Experience

Demonstrated experience in engaging with consumers in a not for profit or health related field and in the development of resources that support consumer health literacy and self-management (patient activation).

Knowledge and Skills

As the ideal candidate, your skills and attributes include:

- A consumer-centric approach to project implementation and service delivery.
- Ability to independently develop, implement and report on project plans including budget considerations.
- Highly developed written and verbal communication skills, with the ability to communicate effectively to a range of different audiences; this includes the development of information resources for consumers.
- Excellent interpersonal skills, with the ability to build relationships across a diverse range of stakeholders, internally and externally.
- Proven ability to work collaboratively with committees.
- Ability to effectively and efficiently manage multiple workplans and priorities simultaneously.
- Proficiency in Microsoft Office, Sharepoint and confidence utilising CRM/database software such as Salesforce.
- An understanding of health and health related issues, in particular the impact that chronic illness can have on consumers and their care givers is highly desirable.
- Ability to travel interstate to other office locations as required.

As part of your induction process you will be required to undertake the following:

- National Police Check

KEY AREAS OF RESPONSIBILITY AND PERFORMANCE INDICATORS

The major areas of work, organised as key areas of responsibility and performance indicators, are outlined in this section.

Key Areas of Responsibility	Performance Outcomes
Patient information and support	<ul style="list-style-type: none"> • Support the coordination, review and development of evidence-informed consumer resources. Apply the Quality Resource Business Rules and processes to ensure quality resources are developed and maintained and are easily accessible to consumers • Support the coordination and development of patient education activities such as webinars and consumer events. • Support the coordination and development of any additional support services as identified through LFA strategic/business planning and program development.
Consumer engagement	<ul style="list-style-type: none"> • In conjunction with GM Consumer Programs and Partnerships, develop and coordinate the implementation of key elements of the consumer engagement model as outlined in the consumer engagement strategy. • In conjunction with GM Consumer Programs and Partnerships, develop and coordinate the implementation of the consumer competency framework that ensures consumers have access to appropriate training, resources and support aligned to their area of participation. • Be a key contact internally and externally for requests related to consumer engagement. • Be a key contact for consumers who are already engaged or looking to engage with LFA. • Coordinate the process (database segmentation and creation of communication materials) to connect consumers with opportunities generated by LFA or by external trusted partners. • Look to continuously improve the systems and processes that we have in place to ensure consumers have a good experience in engaging with LFA and that new relationships are established while existing ones are nurtured. • Support the evaluation of the consumer engagement program by collecting and reporting data that demonstrates the impact of the program.

Consumer advisory committees	<ul style="list-style-type: none"> • Nurture relationships with advisory committee members and facilitate the recruitment of new committee members as needed. • Provide orientation for new committee members. • Provide secretariat support for the four consumer advisory committees. • Coordinate the quarterly meetings for the committees. • Develop the annual priority activity plan in consultation with each committee and coordinate quarterly reporting against the activity plans. • Be a liaison point for internal (program areas) and external stakeholders who wish to liaise with committees and seek their advice and participation.
Awareness & Advocacy	<ul style="list-style-type: none"> • Contribute to the development and implementation of awareness campaigns. • Work cross-functionally to develop digital content for distribution across LFA platforms.
Stakeholder Management Relationships & Communications	<ul style="list-style-type: none"> • With guidance and oversight from GM Consumer Programs and Partnerships, support the development of sponsorship opportunities and maintain sponsor relationships including reporting. • Prompt and positive engagement with internal and external stakeholders to support the achievement of LFA's consumer engagement activities. • Information on key contacts is kept updated in the CRM. • Developing marketing and communication collateral to promote consumer engagement opportunities and activities (e.g. hope in every breath, social media and direct marketing content).
Team contribution and effectiveness	<ul style="list-style-type: none"> • Positive contribution to team environment through the demonstration of behaviours that reflect Lung Foundation Australia values – BE FAIR. • Work in a consultative manner with the senior leadership team and in collaboration with broader team to achieve goals. • Work synergistically within and across teams of Lung Foundation Australia. • Regular cross-organisation communication of program activity. • Participation in Lung Foundation Australia events and meetings as required.

	<ul style="list-style-type: none"> • Compliance with Lung Foundation Australia values, policies, procedures and statutory obligations.
Workplace Health & Safety (WHS)	<ul style="list-style-type: none"> • Compliance with legislative and Lung Foundation Australia WHS Policy. • Ensure a safe working environment for self and others, including when working from home.

SECTION 3

REPORTING RELATIONSHIPS

This position reports to the General Manager – Consumer Programs and Partnerships.

EXTERNAL RELATIONSHIPS

The Project Officer works with a variety of internal and external stakeholders to deliver priority projects and manage consumer facing relationships.

The Project Officer will work closely with the consumer advisory committees at LFA.

SECTION 4

PERFORMANCE APPRAISALS

Performance review and career development discussions will take place six monthly with General Manager – Consumer Programs.

SECTION 5

ACCEPTANCE OF POSITION DESCRIPTION

This position description is intended to describe the general nature of the duties performed. It is not intended to be a complete list of all responsibilities, duties and skills required of the position. Other appropriate duties may be assigned that are not listed in the position description.

My signature below indicates that I have reviewed, accepted, and received a copy of this position description.

(Employee name)

Date