



## Job Description Form

<b>Title:</b>	Communications and Engagement Coordinator
<b>Classification:</b>	Level 6
<b>Award:</b>	Public Sector CSA Agreement
<b>Position Number:</b>	P00009357
<b>Business Unit:</b>	Strategy and Engagement
<b>Location:</b>	Albert Facey House, 469 Wellington Street Perth

### Reporting Relationships

<b>Responsible to:</b>	Deputy Director
<b>Positions under direct supervision:</b>	Communications Officer, Level 3

### About the Health and Disability Services Complaints Office

The Health and Disability Services Complaints Office is an independent Statutory Authority offering an impartial resolution service for complaints relating to health, disability and mental health services in Western Australia and the Indian Ocean Territories.

The functions are set out in the governing legislation; the *Health and Disability Services (Complaints) Act 1995*, Part 6 of the *Disability Services Act 1993* and Part 19 of the *Mental Health Act 2014*. In accordance with these Acts, our main functions are to:

- Deal with complaints by negotiated settlement, conciliation or investigation;
- Review and identify the causes of complaints;
- Provide advice and make recommendations for service improvement;
- Educate the community and service providers about complaint handling;
- Inquire into the broader issues of health, disability and mental health care arising from complaints received;
- Work in collaboration with the community and service providers to improve health, disability and mental health services; and
- Publish the work of the Office.

### Role Statement

This position supports the Deputy Director to develop and deliver initiatives in line with the Stakeholder Engagement Strategy. This directly supports the Director's function as described in s.10 of the *Health and Disability Services (Complaints) Act 1995* which is to educate the community and service providers about complaint handling and publish and promote the work of the Office.

## **Duties and Responsibilities**

### **Communications management**

In consultation with the Deputy Director, creates links/networks/ relationships with the health, disability and mental health sectors for the development of partnerships to deliver programs.

Develops, operationalises and evaluates the Stakeholder Engagement Strategy.

Prepares written material including presentations, media information, news articles, speeches, ministerial responses, web content and other support materials.

Establishes and maintains corporate standards and styles that guide the publication and presentation of the Health and Disability Services Complaints Office information in a professional manner.

Monitors external and internal information relating to the Health and Disability Services Complaints Office daily from a range of platforms to inform senior management.

Prepares and disseminates corporate communications in relation to media liaison, speeches and events for the Corporate Executive.

Drafts and edits reports and publications including annual reports and policy statements.

Reviews and monitors other communication platforms and provides advice and recommendations to maximize the achievement of objectives for engagement.

Maintains editorial content and monitors functionality for the Office's internet site consistent with the public sector website governance framework.

### **Stakeholder engagement**

Identifies and co-ordinates innovative methods of engagement with key health, disability and mental health stakeholders for planning and evaluating education and awareness raising activities.

Liaises with health, disability and mental health providers for the purpose of consultation, education and awareness raising activities.

Develops and delivers education/awareness activities and stakeholder communication programs including workshops, information sessions and community engagement events with staff and external stakeholders.

Organises and participates in public relation activities such as events and conferences across Western Australia and the Indian Ocean Territories to raise the profile of the Office.

Monitors and evaluates feedback with respect to the stakeholder engagement activities to inform the development of future strategies and facilitate activity tracking and measurement against key performance indicators.

Develops, implements and evaluates contemporary community education and awareness programs and strategies to inform best practice.

### **Other**

Other duties as required.

### Essential Selection Criteria

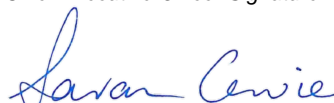
- Well-developed interpersonal skills and demonstrated ability to develop and maintain strategic working relationships.
- Substantial knowledge of, and experience in, managing the planning and development of contemporary communications strategies with particular focus on stakeholder engagement.
- Strong organisational skills with demonstrated ability to work under pressure on multiple tasks, meet deadlines and adapt to changing priorities.
- Excellent problem solving skills, including conceptual and analytical ability.
- Highly developed computer skills and the ability to use a variety of multi-media tools in communication and awareness raising campaigns.

### Desirable Selection Criteria

- Tertiary qualifications in a relevant discipline.
- Experience in, or knowledge of, the health, disability and/or mental health sectors in Western Australia.

### Essential Eligibility Requirements/Special Appointment Requirements

- Appointment is subject to a satisfactory National Police Certificate obtained from WA Police.
- The position incumbent will be required to travel intrastate at regular intervals and to the Indian Ocean Territories annually.

<i>Date Updated:</i>  July 2024	<i>Chief Executive Officer Approval Date:</i>  5 July 2024	<i>Chief Executive Officer Signature:</i>  
---------------------------------------	--	---