



The Consumers Health Forum of Australia (CHF) is the national peak body representing the interests of Australian healthcare consumers. CHF works to achieve safe, quality, timely healthcare for all Australians, supported by accessible health information and systems. We are looking for a Policy Officer-Digital Health to join our team. If you have experience working in a policy and advocacy role, an interest and expertise in digital health and are now interested in playing a part in influencing and shaping health policy from a consumer perspective, we'd like to hear from you.

Position Title:	Policy Officer Digital Health
Responsible to:	Policy Director
Responsible for:	Nil direct reports
Location:	Consumers Health Forum of Australia, Deakin, Canberra, ACT
Status:	Full time fixed term contract for 12 months
Hours:	38 hours per week
Salary Range:	\$75,000 - \$80,000 per annum
Conditions:	National Employment Standards Employment Contract Company policies and procedures
Remuneration & Benefits:	Base salary plus superannuation at statutory rate Salary packaging in line with Registered Health Promotion Charity status Flexible work practices
Probity Checks:	Reference Checks Must be able to pass a National Criminal Record Check if recommended for appointment 100 points of Identification including Drivers Licence

Organisational Context

The Consumers Health Forum of Australia (CHF) is the national peak body representing the interests of Australian healthcare consumers and those with an interest in health consumer affairs. CHF works to achieve safe, quality, timely healthcare for all Australians, supported by accessible health information and systems.

CHF does this by:

- advocating on behalf of consumers for consumer-centred health policies and programs engaging with the members of CHF to be influential voices in healthcare empowering consumers to be active participants in healthcare decision making
- harnessing evidence to develop and promote consumer-centred health polices and services
- sustaining a member-driven, values-based, well governed organisation.

CHF values:

- our members' knowledge, experience and involvement
- a policy culture that that values consumer experiences and insights

- early intervention, prevention and early diagnosis
- collaborative, integrated health and social care
- working in partnerships with members and stakeholders.

CHF members and wider networks reach thousands of Australian health consumers across a wide range of health interests and health system experiences. CHF policy is developed through consultation with members and stakeholders, ensuring that CHF maintains a broad, representative, health consumer perspective. CHF is committed to being an active advocate in the ongoing development of Australian health policy and practice. CHF has recently refreshed our strategy. Our Strategic Plan 2018-2022 is accompanied by a long term funding diversification plan.

Our organisational objectives are:

Advocating for impact – making credible and authoritative contributions to national health and social care policy and system design

Consumers shaping health – equipping consumer leaders to act with impact and influence

Partnering for purpose – strategically partnering with members, networks and stakeholders to maximise the impact of consumer voices and shape better health and social care

Resilient and strong – maintain and growing a strong and diverse membership and assuring our financial sustainability.

CHF has entered into a ‘working together’ Memorandum of Understanding (MOU) with the Australian Digital Health Agency (the Agency). The MOU sets out how CHF will work with the Agency to support the implementation of National Digital Health Strategy.

Purpose

- Develop a recommended program of community awareness and education activities across CHF networks and the broader community on digital health initiatives with an initial focus on supporting the introduction of electronic prescribing
- Lead and support the implementation of communications to members of CHF, CHF networks, Primary Health Networks and the wider community sector to increase digital health awareness and encourage uptake of digital tools, including electronic prescribing
- Provide specialist policy advice and support to CHF’s CEO, Policy Director and consumer representatives involved in digital health initiatives, including Agency advisory committees
- Take a lead role in designing and delivering CHF digital health related events and webinars with an initial focus on electronic prescribing.

Key Accountabilities

- Development of a well-crafted, multi-faceted communications and education program to support meaningful electronic prescribing implementation and awareness through CHF members, networks and other organisational partners
- Implementation of the communications and education program, and adaptation of it to take into account emergent communication opportunities
- Management of and accountability for project budgets associated with activities commissioned of CHF by the Agency
- Provide high level support to the CEO and Policy Director in order to maintain and manage the CHF relationship with the Agency and to execute the MOU and associated contracted bodies of work
- Provide high level policy advice to the CEO, Policy Director and, where requested, CHF consumer representatives on digital health issues
- Convene CHF’s Digital Health Special Interest Group and support it with innovative strategies that will sustain and grow it as a community of practice
- Manage enquiries via phone, email and other correspondence in relation to digital health queries from members and stakeholders

Key Relationships

- Internal – CEO, CHF staff and Board
- External – Government, ADHA, CHF members, CHF partner organisations, key NGO stakeholders, CHF sub-contractors

Key Challenges

- Working in a busy and complex environment where there are competing demands, tight deadlines and limited resources.
- Determining appropriate action to be taken when responding to issues raised by internal and external stakeholders.

Key Outcomes

- Successful development and delivery of a targeted electronic prescribing consumer communications strategy
- High level policy advice and support to CHF's CEO, Policy Director and consumer representatives
- Fostering digital health collaborations and partnerships, including thought leadership event/s
- An effective Digital Health Consumer Special Interest Group
- An effective relationship with key personnel in the Agency

Selection Criteria

1. Relevant tertiary qualifications in a relevant field, or extensive work experience in providing support and advice in relation to digital health or related issues
2. Experience in the design and development of targeted community awareness and education programs preferably in the context of an NGO setting
3. Familiarity with national developments in digital health and wider health reform
4. Project management experience in initiating, prioritising, negotiating, organising and completing tasks in a complex and busy work place with minimal supervision as well as the ability to respond flexibly and with discernment to changing priorities
5. Well-developed computer skills in Microsoft Office including Word, Excel and PowerPoint
6. Excellent communication and interpersonal skills, including both written and oral communication
7. Demonstrated ability to liaise effectively with a diverse range of stakeholders
8. Demonstrated ability to work collaboratively to achieve innovative and practical solutions.

Date	Version No.	Author	Approved by	Reason for update
November 2019	1	CEO	CEO	New