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| **Position Title:** | Consumer Engagement Manager | | | |
| **Reports To:** | Direct | Head of Strategic Initiatives & Quality | | |
| Indirect | VCCC Alliance Cancer Consumer Advisory Committee Chair | | |
| **Position Type:** | Full time, Maximum Term | | **Location:** | 305 Grattan Street, Melbourne |
| **End of Tenure Date:**  *(inclusive 6 mths probation)* | 30 June 2020 | | | |
| **Key Relationships:** | Internal | * VCCC Alliance Leadership Team and VCCC Alliance Program Managers * VCCC Alliance Cancer Consumer Advisory Committee Chair and members, consumer representatives * Other VCCC Alliance Advisory Committees:   + Cancer Research Advisory Committee (CRAC)   + Cancer Education & Training Advisory Committee (CETAC) | | |
| External | * Consumer Engagement Coordinators (or equivalent) of VCCC Alliance members and across cancer sector | | |

**POSITION PURPOSE**

The VCCC Alliance has demonstrated a strong and clear commitment to consumer engagement since its inception and, as our work grows and evolves, best practice consumer engagement is becoming an even greater priority. The role of Consumer Engagement Manager will play a pivotal role in driving the VCCC Alliance’s vision to be at the forefront of best practice consumer engagement in Australia and to embed the patient and carer perspective in all aspects of our work.

As a first step towards this goal, the VCCC Alliance has recently developed a Consumer Engagement Action Plan (Action Plan) which provides a comprehensive model and implementation plan to guide efforts in consumer engagement both within and beyond the VCCC Alliance. It draws on the Cancer Australia National Framework for Consumer Involvement in Cancer Control which the VCCC Alliance recognises as the best practice framework to guide consumer engagement.

The VCCC Alliance Consumer Engagement Manager will work with the VCCC Alliance Cancer Consumer Advisory Committee to embed the consumer voice in everything the VCCC Alliance does. The primary responsibility of the role will be to implement the Action Plan which has been co-developed by the VCCC Alliance Cancer Consumer Advisory Committee and endorsed by the VCCC Alliance Executive and Board.

This role is pivotal to supporting and enabling effective consumer engagement practice for all who work with the VCCC Alliance. The appointee will develop systems, processes and resources required to enable best practice consumer engagement in the day to day work of the VCCC Alliance and will work with VCCC Alliance staff and other stakeholders to disseminate knowledge and resources developed as the Action Plan is implemented and evaluated. The appointee will be responsible for evaluating the impact of consumer engagement on the work of the VCCC Alliance, and continually develop and improve our consumer engagement work based on this. The Consumer Engagement Manager will also co-ordinate consumer-focussed projects including: the development of a model for supporting researchers on best-practice consumer engagement; and developing capability and capacity for consumer-led research. Developing and disseminating a practical toolkit for optimal consumer engagement throughout the consumer-facing cancer sector is a key priority for the role.

Along with a demonstrated commitment to effective consumer engagement, success in this role will require a proactive, autonomous and highly motivated individual with exceptional relationship management skills, a passion for best practice consumer engagement, a good understanding of the healthcare and health and medical research sectors, and a commitment to measurable outcomes.

The full range of project management responsibilities will also be expected of this role, with a focus on stakeholder management due to the central and facilitative role that the VCCC Alliance plays in supporting our 10 alliance members and adding value to the cancer sector in Victoria and beyond.

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**CONTEXT**

**Vision**

The vision for the VCCC Alliance is to save lives through the integration of cancer research, education and patient care. Founded in the holistic principles of the internationally-recognised Comprehensive Cancer Centre model, the Victorian Comprehensive Cancer Centre is a powerful alliance of 10 leading research and clinical institutions working together to accelerate and amplify leading-edge cancer research, knowledge and expertise to benefit the Victorian community.

**Operating Environment**

The VCCC Alliance’s multi-site, multi-disciplinary model brings together the complementary strengths of Peter MacCallum Cancer Centre, Melbourne Health (including The Royal Melbourne Hospital), The University of Melbourne, The Walter and Eliza Hall Institute of Medical Research, The Royal Women’s Hospital, The Royal Children’s Hospital, Western Health, St Vincent’s Hospital Melbourne (including St Vincent's Institute), Austin Health (including the Olivia Newton-John Cancer Research Institute and Austin Lifesciences) and Murdoch Children’s Research Institute.

The VCCC Alliance has a four-year agreement (2016-2020) with the Department of Health and Human Services to develop and implement new and innovative cancer research and treatment programs under an agreed Strategic Research Plan.

**Our Team Purpose**

Be known for enabling the best research-led cancer care for all

**Our Values**

Collaboration - *we connect and support to empower sustainable change*

Integrity - *we are respectful of the cancer community and accountable for our contribution*

Creativity - *we cultivate ideas and dare to innovate*

Achievement - *we strive to make an impactful difference and produce results*

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**KEY RESPONSIBILITIES:**

**Consumer Engagement**

Manage consumer engagement activities including:

* Working in partnership with the VCCC Alliance Cancer Consumer Advisory Committee to implement each component of the Action Plan to support and enable effective consumer engagement practice.
* Coordinating all VCCC Alliance program-associated consumer engagement activities as guided by the Action Plan to support and enable VCCC Alliance program staff to apply best practice consumer engagement to their work.
* Providing executive and strategic support to the VCCC Alliance Cancer Consumer Advisory Committee including liaison with the Chair to compile committee agendas and papers and taking succinct and high-quality minutes.
* Working collaboratively with the VCCC Alliance Communications team to develop high quality, audience-targeted material and presentations to communicate and promote consumer engagement activities and benefits, as an enabler for VCCC Alliance members and other Victorian organisations who wish to promote best practice consumer engagement within their own organisations.
* Liaising and consulting with Consumer Engagement Managers (or equivalent) across VCCC Alliance members, and engaging with other key stakeholders where appropriate, to inform consumer engagement practice improvements.
* Liaising with consumers involved with the VCCC Alliance to identify training needs and working collaboratively with the VCCC Alliance Education and Training team to implement and evaluate high quality training activities to address these needs.
* Overseeing implementation of the consumer engagement evaluation framework, compiling routine reports to monitor progress in consumer engagement, and assisting in the preparation of high-quality reports on consumer engagement for VCCC Alliance funders and stakeholders as required.
* Overseeing and co-ordinating consumer-focussed projects as required, utilising the VCCC Alliance Project Management Framework, including project planning and risk management.

**General**

* Contribute to VCCC Alliance Board, Government and other Committee or key stakeholder reporting, as required.
* Work collaboratively and collegiately with all VCCC Alliance staff and committees to support program goals and objectives and ensure the work of each program relates to broader VCCC Alliance activities.
* Contribute to and support VCCC Alliance events and educational programs, as appropriate.
* Work in accordance with VCCC Alliance policies and procedures.
* Contribute to VCCC Alliance internal staff meetings, leading by example, sharing knowledge and expertise and looking to improve and innovate at every opportunity.
* Participate in the VCCC Alliance Performance Planning and Development Review processes.

**Other Requirements**

* Work in accordance with VCCC Alliance policies and procedures.
* Participate in the VCCC Alliance Performance Planning and Development Review processes.
* Assist with other tasks/projects as reasonably required.
* VCCC Alliance is a completely smoke free environment and expects all employees to respect this policy to the fullest degree and with a very mindful approach.

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**KEY SELECTION CRITERIA:**

**Experience**

* Previous experience working with consumer advocates in a health or social sector context.
* Previous experience working in a complex, multi-faceted organisation such as health and/or the academic sector.
* Demonstrated experience in managing collaborative relationships with a diversity of stakeholders - consumer representatives, senior academics, clinicians and researchers.
* Experience working as a part of a professional team on interconnected programs of work.
* Demonstrated experience working independently to achieve objectives aligned with an agreed strategic direction.
* Proven project management experience, including working with and applying project management frameworks and methodologies.
* Demonstrated experience coordinating meetings and events.

**Skills**

* Outstanding interpersonal skills including the ability to build strong working relationships through effective liaison and engagement with consumers, colleagues, key stakeholders and collaborative groups.
* Proven ability to exercise sound judgment and sensitivity in managing relationships.
* Skilled in writing reports, briefs and other written communications for a range of audiences.
* Excellent written and oral communication skills.
* Excellent problem-solving ability.
* Proven organisational skills, ability to prioritise and efficiently manage time effectively.

**Qualifications**

* Tertiary qualification or postgraduate qualification in relevant discipline such as health, social science, communications, management or related field.

**The Person**

*Collaboration*

* Excellent interpersonal skills with experience in effectively managing the requirements of multiple stakeholders, both internal and external
* A team player who shares knowledge and information and seeks contributions from others

*Integrity*

* Consistently follows through on commitments
* Is considerate and mindful, treating others with dignity and respect

*Creative*

* Thinks laterally and pursues opportunities for innovation
* Taps into relevant people and resources to develop solutions to potential barriers

*Achievement*

* A self-starter with the proven ability to work and deliver on multiple projects, by prioritising conflicting timeframes
* Takes responsibility for quality outcomes and timely outcomes

**EQUITY & INCLUSION:**

The Victorian Comprehensive Cancer Centre (VCCC) is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation.

The VCCC Alliance makes decisions on employment, engagement, promotion and reward on the basis of merit. We are committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, contractors, appointees, volunteers and partners with a safe, respectful and rewarding environment. This commitment is set out in more detail in the VCCC Alliance Equal Opportunity Policy and Bullying Prevention Policy. All staff and contractors are required to comply with VCCC Alliance policies.

The VCCC Alliance values diversity and uses a range of methods to proactively seek to hear the voices of those who are under-represented in our consumer engagement work. This extends to diversity of cancer experiences, life experiences, age, culture, language, literacy and area of residence.

**TERM:**

The tenure of this role is linked to VCCC Alliance Strategic Research Plan. Potential opportunities for appointment beyond mid-2020 will be dependent on renewed funding and operational requirements.