



# Position Description

## Consumer Representative Coordinator

**Who we are:** We are the peak body representing and supporting community organisations, and the people they assist, to reduce alcohol, tobacco and other drug related harm for all Tasmanians

**Our Vision:** A Tasmania without alcohol, tobacco or other drug related harm or discrimination

**Our Values:** Empathy, Compassion, Respect, Dignity, Inclusiveness, Innovation and Creativity

<b>Hours of Work:</b>	Part-time (4 days per week). This is a fixed-term role for 12 months, with the potential to be extended.
<b>Salary and Conditions:</b>	Social, Community, Home Care and Disability Services Industry (SCHCADS) Award 2010, Level 5 (salary packaging is available)
<b>Location:</b>	The role is located at the ATDC office at Suite 1, Level 1/175 Collins Street, Hobart, Tasmania. This role may require some intrastate travel and flexibility in working days may be required
<b>Position Summary:</b>	The Consumer Representative Coordinator is a key position designed to support Tasmanians with a lived experience of alcohol, tobacco and other drugs to participate in opportunities to share their stories and expertise to strengthen the Tasmanian alcohol, tobacco and other drugs sector.
<b>Reporting:</b>	This role reports to the Policy Manager / ZIC, and takes general direction from other senior team members including the CEO  This role has no direct reports
<b>Qualifications and Skills:</b>	This role requires a combination of experience, expertise and competence sufficient to perform the duties required at this level. This may have been attained through previous appointments, service and/or study  Ideally the individual will have a health services background combined with experience working with people with complex health concerns
<b>Lived Experience:</b>	The ATDC encourages qualified applicants with lived experience of alcohol, tobacco and other drug use to apply
<b>Personal Attributes:</b>	This role requires a self-motivated person who possesses strong interpersonal skills, including empathy and compassion, with excellent organisational skills. The role requires an individual who can work autonomously and as part of a small busy team that is committed to elevating the consumer voice to influence change

<p><b>Duties and Responsibilities:</b></p>	<p>Working with the ATDC team, this role will be responsible for:</p> <ul style="list-style-type: none"> <li>• Building collaborative relationships with Tasmanians with a lived experience of alcohol, tobacco and other drug use who wish to be consumer representatives</li> <li>• Leading, engaging and expanding the network of consumer representatives across Tasmania</li> <li>• Identifying, and assisting to facilitate opportunities for consumer representatives to participate in consumer engagement opportunities</li> <li>• Implement a range of methods for meaningful consumer engagement (individual consultations, small groups or community forums)</li> <li>• Maintain and coordinate key administrative processes, including consumer representative inductions, liaison with alcohol and other drug community service organisations, provide placement support and database administration.</li> <li>• Represent the ATDC on relevant committees or working groups</li> </ul>
<p><b>Selection Criteria:</b></p>	<p><b>Qualifications, Skills and Experience</b></p> <ol style="list-style-type: none"> <li>1. Relevant qualifications and/or demonstrated relevant experience in health policy, community development, consumer engagement, social work or another relevant discipline</li> <li>2. Demonstrated understanding of consumer engagement frameworks, or the ability to acquire this knowledge quickly</li> <li>3. Demonstrated understanding of the issues impacting Tasmanians who use alcohol, tobacco and others drugs, or the ability to acquire this knowledge quickly</li> <li>4. High-level interpersonal skills with the ability to engage with community sector professionals and people from a wide range of backgrounds</li> <li>5. Strong communication skills, including demonstrated experience in group facilitation, information gathering and preparing written documents for a range of audiences and purposes</li> <li>6. Demonstrated high-level organisational skills with experience in small project development and delivery.</li> </ol>
<p><b>Essential Requirements:</b></p>	<p>A current drivers licence</p> <p>A satisfactory police check and working with vulnerable persons check is required prior to commencing work with the ATDC</p>

## Competency Framework – Consumer Engagement Coordinator

Personal Attributes		Relationships	
<b>Adapt and Respond to Change</b>		Communicate Effectively	4
Display Resilience and Courage	4	Commitment to Customer Service	4
Act with Integrity	4	Influence and Negotiate	3
Manage Self	4	Work Collaboratively	4
<b>Results</b>		<b>Business Support</b>	
Deliver Results	4	Finance	2
Plan and Prioritise	4	Technology	2
Think and Solve Problems	3	Procurement and Contract Management	1
		Project Management	2
<b>Demonstrate Accountability</b>		4 – Highly Advanced 3 – Advanced 2 – Intermediate 1 - Foundational	
People Leadership and Management	2		
Lead, and Develop People	2		
Inspire Direction and Purpose	3		
Optimise Business Outcomes	2		
Manage Reform and Change	2		

It is agreed that these are the primary requirements for the position of the Consumer Engagement Coordinator. However there is an expectation that this position may perform, or learn other duties, as required by the ATDC.

Where the requirements and tasks vary significantly, both parties agree to discuss these variations and draft a new Position Description which reflects agreed variations.

It is understood by both parties that this position description forms an integral part of the feedback process between the employee and the CEO therefore the entire document will be considered during any performance assessment.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Consumer Engagement Coordinator

Employer Signature \_\_\_\_\_ Date \_\_\_\_\_

Chief Executive Officer