

OVARIAN CANCER AUSTRALIA

POSITION DESCRIPTION

Consumer Engagement Program Lead

Position Purpose

The Consumer Engagement Program Lead is responsible for establishing and coordinating Ovarian Cancer Australia's organisation-wide approach to consumer engagement. The role will develop the frameworks, systems, governance and participation opportunities that ensure lived experience informs OCA's strategy, services, advocacy, programs and organisational initiatives.

Working collaboratively with teams across OCA, the role will enable the meaningful integration of consumer voice into decision-making, service improvement and organisational development, strengthening OCA's support to women and families facing ovarian and all gynaecological cancers.

The Position

Location: Queen Victoria Women's Centre, Level 1, 210 Lonsdale Street, Melbourne (with hybrid working options available)

Reports to: Chief, Advocacy

Duration: 2 year, fixed-term contract

Position Type: 0.6 FTE

Our Organisation

Ovarian Cancer Australia (OCA) is the national leader in advocacy providing vital support services for the 1,800 women diagnosed with ovarian cancer and their families each year. The OCA team is comprised of an expert and passionate team of nurses, psychologists, counsellors, advocates and an engagement and philanthropy team, all supported by business services professionals. Together, we deliver free and holistic, expert, evidence-based, specialist support services to women across Australia, and advocate for increased research funding, health systems reform and timely access to better treatment options for women living with ovarian cancer.

Our values:

We listen: We are inclusive: We are courageous: We act with integrity.

Our Culture:

We foster a strong sense of purpose and community by welcoming and supporting staff committed to achieving our vision. We value the diversity of our inclusive workplace and ensure we are a place where everyone feels respected and accepted. Ideas, feedback and contributions are encouraged, and we maintain a culture of trust, openness and optimism in all that we do.

For more information about Ovarian Cancer Australia please visit www.ovariancancer.net.au.

Our Strategy:

After extensive consultation, OCA has developed a bold new strategic plan to expand our vital support and advocacy to include all women affected by gynaecological cancers. Our deep commitment to the ovarian cancer community remains unwavering. This expansion responds to an urgent, unmet need and aligns closely with national health priorities. We are building a talented, passionate team to help bring this vision to life.

Vision – A future free from ovarian and all gynaecological cancers. Free from the risk, free from the impact and free from the fear.

Purpose – We stand for, and walk with, women and all impacted by ovarian and gynaecological cancers. We will ensure no one walks alone.

Strategic priorities

1. We deliver specialised support
2. We elevate the voice of lived experience
3. We drive collaboration
4. We shine a light on ovarian and all gynaecological cancers

Position Impact

OCA is in the early stages of developing a formal, organisation-wide approach to consumer engagement. The Consumer Engagement Program Lead will establish the foundations, systems and capability needed to embed lived experience across the organisation in a sustainable and meaningful way.

Working collaboratively with teams across Support Services, Advocacy, Communications & Marketing, Philanthropy and other functions, the role will identify and prioritise opportunities for consumer participation, supporting the progressive integration of lived experience into OCA's programs, services, advocacy and organisational initiatives.

Position Responsibilities

Consumer Engagement Framework & Governance

- Develop and implement OCA's consumer engagement framework.
- Establish governance structures, processes and participation principles.
- Develop a phased roadmap to progressively embed consumer engagement across OCA.
- Ensure engagement activities align with OCA's values, strategy and ethical standards.
- Promote safe, inclusive, trauma-informed and culturally safe approaches to engagement.

Consumer Participation & Leadership

- Establish and coordinate OCA's consumer engagement and lived experience advisory structures.
- Develop sustainable recruitment, onboarding, support and participation processes.

- Create and coordinate opportunities for consumers to contribute to OCA's services, advocacy, communications, fundraising and organisational initiatives.
- Support and develop consumer representatives through training, mentoring and ongoing engagement.
- Maintain positive and sustainable relationships with participating consumers.

Organisational Integration & Collaboration

- Partner with Support Services, Advocacy, Communications & Marketing, Philanthropy and other teams to identify opportunities for consumer participation.
- Support teams to embed lived experience into programs, services, advocacy, campaigns and organisational initiatives.
- Provide advice, tools, resources and coordination support to teams undertaking engagement activities.
- Facilitate connections between consumers and internal teams.
- Promote shared accountability for consumer engagement across the organisation

Impact, Evaluation & Reporting

- Monitor, evaluate and report on consumer engagement activities and outcomes.
- Demonstrate how lived experience has influenced organisational decisions, services, advocacy and strategic priorities.
- Prepare reports, insights and recommendations for leadership, Board and stakeholders.

Stakeholder Relationships & External Engagement

- Build and maintain relationships with consumers, families, community organisations, clinicians, researchers and sector partners.
- Collaborate with external organisations to identify opportunities for consumer participation and shared learning.
- Represent OCA at relevant forums, networks and sector activities relating to lived experience and consumer engagement.
- Promote OCA's commitment to meaningful consumer participation.

General

- Work in collaboration with the wider OCA team to support projects, campaigns, and other Ovarian Cancer Australia activities
- Understand and work within OCA's Policies and Procedures, including, as an employee, understanding and applying responsibility towards the work health and safety of others at OCA
- Contribute to the culture of decision-making, initiative, cooperation, collaboration, and shared accountability
- Be prepared to celebrate the wins and embrace a culture of continuous improvement through feedback
- Other duties as directed

Experience, Skills & Qualifications

Essential

- Tertiary qualifications in health, social sciences, community development, public health, or a related field
- Demonstrated experience in consumer engagement, community participation, or co-design in a health or social care context
- Experience establishing and managing advisory groups, reference groups, or lived-experience networks
- Strong understanding of ethical, trauma-informed, and culturally safe engagement principles
- Excellent communication, facilitation, and interpersonal skills
- Experience managing relationships with diverse stakeholders
- Strong project management skills with the ability to design, implement, and evaluate programs

Desirable

- Experience working with people affected by cancer or other serious health conditions
- Understanding of gynaecological cancer experiences and needs.

Attributes

- Commitment to the purpose and values of Ovarian Cancer Australia
- Positive, collaborative and 'can do' approach
- Inclusive and supportive
- Resilient and actively conscious of self-care given the nature of OCA's purpose and the potential interactions with those affected by ovarian cancer

Mandatory Requirements

- Proof of eligibility to reside permanently and work without restriction in Australia
- National Police Check clearance

Key Selection Criteria

1. Stakeholder Engagement & Relationship Management

Demonstrated ability to build and maintain productive relationships with diverse stakeholders and facilitate meaningful participation and collaboration.

2. Program Development & Implementation

Demonstrated experience designing, implementing and continuously improving programs, initiatives, frameworks or services.

3. Engagement & Facilitation Skills

Exceptional communication and facilitation skills, with the ability to engage diverse groups and translate insights into practical outcomes.

4. Collaboration across multidisciplinary teams

Demonstrated ability to work collaboratively across multidisciplinary teams, building relationships, influencing without authority, and supporting others to embed consumer voice into programs, services, advocacy, communications, fundraising and organisational initiatives.

5. Project Management & Organisational Skills

Strong organisational and project management skills, including the ability to coordinate multiple priorities, manage processes and deliver outcomes.

6. Strategic Thinking & Continuous Improvement

Demonstrated ability to identify opportunities for improvement and develop practical solutions that strengthen organisational outcomes.