

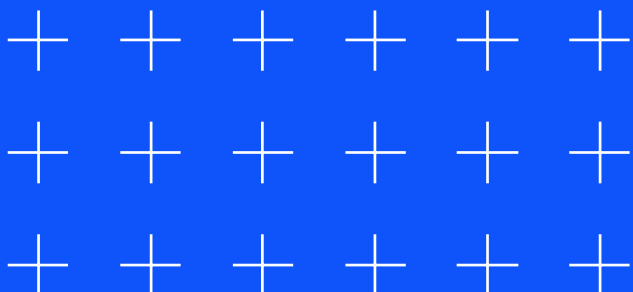


**The Royal
Melbourne
Hospital**

**Advancing
health
for everyone,
every day.**

Could this be you?

**Join the Royal
Melbourne
Hospital team**



Position Description

**Snow Centre for Immune Health:
Community Engagement Officer**



THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

At the RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it the Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. **Be a great place to work and a great place to receive care**
2. **Grow our Home First approach**
3. **Realise the potential of the Melbourne Biomedical Precinct**
4. **Become a digital health service**
5. **Strive for sustainability**



excellent communication and stakeholder management skills, a diplomatic and approachable manner and a passion for translation science.

As the Community Engagement Coordinator for the Snow Centre for Immune Health, you will report to the centre's Clinical Lead and your key responsibilities include:

- a) Foster and nurture relationships with Snow Centre Research Study participants for ongoing engagement in the centre's longitudinal study.
- b) Build relationships with relevant community advocacy organisations to facilitate consultation, engagement and co-design in relevant aspects of the program.
- c) Develop a framework and planning tools for community engagement, guided by best practice, WEHI Consumer Program and RMH In This Together: Community Engagement Strategy.
- d) Support consumers and carers to participate in program activities, including by providing appropriate inductions, training and debriefing; ensuring accessibility; and sharing the outcomes of their contribution.
- e) Lead project teams to develop, implement and evaluate appropriate community engagement plans.
- f) Coordinate project-specific clinical and community advisory panels as needed, including the provision of honorariums.
- g) Measure and evaluate the progress of the Consumer Partnership strategy, including collecting data on community engagement.
- h) Contribute to research papers and presentations as required.

KEY ACCOUNTABILITIES

- Take primary responsibility for engagement and retention of participants in the centre's longitudinal study. Ensure that study participants are well engaged and supported.
- Liaise with the Snow Centre Director and Clinical Lead, the RMH Community Engagement Manager and Director, the Snow Centre Communications and Marketing Manager and the WEHI Consumer Program Manager to co-design the Centre's Consumer Partnership Strategy.
- Co-ordinate the implementation of the centre's consumer partnership strategy to deliver on the centre's translational goals.
- Establish a Consumer Partnership Hub (CPH) for the centre, including patients, carers, specialist clinicians and allied health professionals, policy and integrity experts, and implementation specialists, to guide research design from inception through to clinical translation.
- Establish multiple research-focused Clinical and Consumer Advisory Panels (CCAP) for the centre. Support the consumers and carers involved within the centre in developing and maintaining strong relationships.
- Provide secretariat support to the CCAP and CPH, including organising meetings, preparing agendas and minutes, and coordinating out-of-session activities.
- Liaise between the CPH, CCAG and the Centre's clinical and scientific teams to ensure CPH and CCAP input is sought, received and acted upon for all projects.
- Work with the centre's Communications and Marketing Manager to develop and disseminate the centre newsletter, source marketing opportunities with advocacy organisations, and explore media opportunities with study participants and other external stakeholders.
- Serve as the primary point of contact for internal and external stakeholders on community partnership aspects of the centre.
- Participate in interdisciplinary meetings and working groups to promote dialogue and deliver outcome-driven research.



KEY RELATIONSHIPS

- Clinical Lead, Snow Centre for Immune Health
 - Director, Snow Centre for Immune Health
 - RMH Community Engagement Director and Manager
 - WEHI Consumer Program Manager, WEHI
 - Communications and Marketing Manager, Snow Centre for Immune Health
 - Centre Manager, Snow Centre for Immune Health
 - Senior Clinical Project Manager, Snow Centre for Immune Health
 - RMH Communication/Public Affairs
 - Centre Research and Clinical Staff
 - Stakeholders, Snow Centre for Immune Health
 - Centre Operational & Professional Staff
 - External Stakeholders, including the Department of Health and consumer advocacy groups.
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KEY SELECTION CRITERIA

Essential:

- A relevant tertiary qualification.
- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Relevant experience in a similar role with strong experience in health, science, immunology, community development or related field.
- Demonstrated ability to work between complex scientific and clinical environments.
- Diplomacy and excellent communication and relationship management skills.
- Ability to manage time and workload effectively, set priorities, demonstrate sound judgement and initiative, and maintain confidentiality.
- Experience working with patients, carers, and consumer groups.
- Relevant experience in community engagement methods and strategies.
- Experience in working with governance, advisory or community groups.

Desirable:

- Experience in delivering research translation.
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KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Accomplishment of the Snow Centre program objectives.
 - Demonstration of RMH values.
 - Ability to maintain a safe working environment and ensure compliance with legislative requirements.
 - Engagement and retention of participants in a longitudinal study.
 - Dissemination of the centre newsletter to external stakeholders.
 - Establishment of Consumer Partnership Hub (CPH)
 - Establishment of Clinical and Consumer Advisory Panels (CCAP).
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AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

OUR COMMITMENT:

- **Equity, Inclusion, Belonging and Safety**
 - As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.
- **First Nations Commitment**
 - We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.
- **Child Safe Standards**
 - RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.
- **Equal Opportunity and Accessibility**
 - We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.
- **Thriving Together**
 - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

Date
