

NADA Position Description: Consumer Engagement Coordinator

POSITION OVERVIEW	
Date of this position description	July 2022
Position type	Part-time- 22.8 hours per week (days to be negotiated) Contract to 30 June 2023 with possibility of extension, dependent on funding
Location	Suite C Level 3, 140 William Street, Woolloomooloo, NSW
Classification and salary	Based on NADA salary scale for Consumer Engagement Coordinator position, plus superannuation and eligibility for salary packaging
Reporting relationships	<ul style="list-style-type: none"> • Reports directly to Clinical Director • Has no direct reports
Other working relationships	<ul style="list-style-type: none"> • Works closely with Program Services staff to coordinate and align project implementation • Develops relationships with NADA members, partners and stakeholders • Engage with NUAA, and other consumer groups, to partner, share information and experiences • Liaise with external stakeholders, alongside with management with, consultants, and government • Works with the broader NADA staff team to deliver organisational outcomes
Strategic priority	From NADA's strategic plan: <ul style="list-style-type: none"> • Build the capacity of the sector with an approach that is planned, responsive and informed by evidence and practice wisdom • Support the workforce to enhance clinical and therapeutic skills, measure client outcomes, and promote a culture of workforce wellbeing
Position summary	The primary function of this position is to assist NADA member services assess their level of consumer participation initiatives and to provide advice and support on how they can improve existing initiatives and/or develop new ones. The Consumer Engagement Coordinator is also responsible for ensuring lived experience input into NADA's programs and service and supporting consumer groups and network for NADA.

About NADA

The Network of Alcohol and other Drugs Agencies (NADA) is the peak organisation for the non government alcohol and other drugs sector in NSW. Our vision is a connected and sustainable sector providing quality evidence based programs to reduce alcohol and drug related harms to NSW communities.

NADA's goal is to lead as a member driven peak body, building sustainable non government alcohol and other drug organisations to reduce alcohol and drug related harms to individuals, families and communities in NSW.

We represent over 100 organisational members that provide a broad range of services including health promotion and harm reduction, early intervention, treatment, and after-care programs. Our members comprise of services that are diverse in their structure, philosophy and approach to drug and alcohol service delivery. NADA provides a range of programs and services that focus on sector and workforce development, information management, governance and management support, sector representation and advocacy, as well as actively contributing to public health policy.

NADA Values

Integrity	NADA operates with fairness and transparency to maintain an independent voice
Respect	NADA is respectful of the culture, views and experiences of the sector
Inclusion	NADA values diversity and ensures our approach is equitable and accessible
Collaboration	Collaboration is central to NADA's operation

Key Responsibilities/accountabilities

FUNCTION AREA	Key tasks	Performance indicators
Project management – consumer participation and engagement	<ul style="list-style-type: none"> • Develop, implement and lead on consumer engagement capacity building – specifically conducting organisational audits and building action plans to support NADA members • Provide consumer input, as an individual and coordinate consultation with other consumers, on NADA initiatives and projects across Program Services • Work with their manager to develop and oversee project activities and budget • Provide project related communication to members, funders and other stakeholders • Develop and submit project reports as required 	<ul style="list-style-type: none"> • Project managed in consultation with management • Projects meets member's knowledge and capacity development needs • Documented engagement with NADA members to increase consumer participation, including number of audits
Relationships and partnerships	<ul style="list-style-type: none"> • Develop and maintain relationships with NUAA and other key consumer organisations and networks • Support NADA members to develop relationships and partnerships with key consumer organisations and networks • Support NADA members to develop networks of consumers from within their own organisations • Facilitate NADA's peer and consumer worker community of practice forum. 	<ul style="list-style-type: none"> • A range of relationships and partnerships developed and maintained • Positive member and stakeholder feedback on relationship management • Evidence of engagement with people with lived experience to inform work

	<ul style="list-style-type: none"> Facilitate relationships and partnerships between NADA and stakeholders, where appropriate 	
Advocacy, representation and policy development – where appropriate	<ul style="list-style-type: none"> Consult with consumers, members and stakeholders to identify current sector issues Provide a consumer view on NADA contributions to the development and promotion of NADA policy responses and submissions Represent and contribute on reference groups, committees, meetings and consultations, where appropriate 	<ul style="list-style-type: none"> Contribution to NADA policy responses and submissions Regular and effective participation on external committees, where appropriate
Continuous Quality Improvement System	<ul style="list-style-type: none"> Contribute to a culture of quality improvement (QI) and ongoing organisational development Work with the QI coordinator in the development, implementation and review of internal systems, policies and procedures 	<ul style="list-style-type: none"> Leadership and participation of QI activities Identify and respond to areas for improvement in self and organisational practice
Work health and safety	<ul style="list-style-type: none"> Understand and comply to organisational policies and procedures relating to Work Health & Safety, and contributing to a safe work environment 	<ul style="list-style-type: none"> High standard of WHS practice across NADA
Team development	<ul style="list-style-type: none"> Contribute to team and organisational effectiveness in a manner consistent with NADA's vision, values and mission. Participate in staff meetings, team and program and organisational development activities 	<ul style="list-style-type: none"> Collaborative team work Positive contribution to organisational development and culture
Practice development	<ul style="list-style-type: none"> Participate in work plan review, supervision and performance and development processes with identified supervisor Engage in continuing professional development 	<ul style="list-style-type: none"> Documented workplans demonstrating progress against activity and achievements Annual performance and development reviews Reflects on professional performance with a view to improving outcomes

The NADA operational standard is outlined below. The following expectations apply to all NADA staff and should be reviewed in conjunction with the position's key accountabilities.

- Ensure NADA service operations comply with all relevant legislation, regulatory and reporting requirements by regular monitoring, actioning and updating of the compliance register
- Ensure provision of a safe workplace, and full compliance with all NADA WHS policies, management system requirements and participate in the annual evacuation procedure and/or any other safety activities as required.
- Ensure full compliance with all NADA policies and procedures.
- Ensure behaviours and approaches are aligned with and demonstrated in execution of position responsibilities in line with the NADA values (see above).

- Ensure service operations comply with all relevant legislation, regulatory and reporting bodies including the Quality Improvement Council (ASES) and ensure relevant quality improvement tasks are at all times kept up to date.
- Ensure familiarisation and compliance with the corporate decisions making processes and be aware of all areas of responsibility with regard to the Quality Improvement Staff Port-folio Standards/Policy allocations.
- Adherence to NADA Code of Conduct and Ethics for staff and volunteers.
- Ensure compliance and respect for diversity as it applies to the workplace and to the broader NADA business processes and service delivery activities (Diversity Policy).
- Ensure that NADA aims, values and ethics are actively communicated through all business documentation and interaction with members and stakeholders.
- Ensure that every effort has been made to attend mandatory training in cultural awareness as it becomes available and in alignment with the Human Resources Policy 4.3.
- Ensure all internal and external communications consistently reflect NADA's values ethics goals and principles.

Key challenges

- Providing a prompt, courteous and effective service to members and staff in an environment of competing priorities and expectations.
- Managing diverse external stakeholder consultations, within agreed timelines, given their varying expectations, viewpoints and interests.
- Achieving project deadlines and milestones to the required standards and within budget, given the need to simultaneously coordinate multiple deliverables

Selection Criteria

<p>Experience, qualifications, skills, abilities, and behaviour</p>	<p>Essential</p> <ul style="list-style-type: none"> • Lived experience of accessing alcohol and other drugs treatment services • Demonstrated ability to liaise with consumers, NADA members and a range of stakeholders in a friendly and professional manner • Understanding of the alcohol and other drugs (or broader community services) sector, and factors that may influence service delivery. • Ability to undertake project management • Computer literacy with Microsoft office skills including Word, Outlook, Excel, OneDrive and Teams • Written and verbal communication skills. • Ability to prioritise and organise workload and deliverables to ensure deadlines are met • Ability to work independently and as part of a team <p>Desirable</p> <ul style="list-style-type: none"> • Relevant qualifications and/or professional experience as a consumer representative, or consumer project role, in the alcohol and other drugs, or mental health/related sector/s.
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I acknowledge and understand the above position description, responsibilities and other requirements detailed in the document. I agree to follow the Policies and Procedures as set out in NADA's Policy and Procedure Manual/s.

Employee name

Employee's signature

Date

Supervisor name

Supervisor's signature

Date