

SUCCESS PROFILE

Consumer Voice Coordinator

As at 15/12/2025

You will make a difference by	• Implements and coordinates the established IPC Health Consumer Voice Framework and processes • Supporting consumer engagement activities under the direction of the Senior Manager Governance, Quality and Risk • Building the capability of consumers and staff to participate in meaningful consumer engagement, including coordinating access to education and training. • Coordinating and facilitating meaningful consumer participation activities across all areas of IPC Health • Building and maintaining positive relationships with consumers • Coordinate consumer recruitment, onboarding and ongoing support to enable meaningful participation • Assists with evaluation and reporting activities • Fosters a safe, welcoming and inclusive environment that encourages meaningful consumer participation • Provides administrative tasks and operational coordination
To succeed, you will need	• Demonstrated ability to build and maintain effective relationships with consumers, carers and a broad range of stakeholders through excellent communication and interpersonal skills. • Demonstrated understanding of consumer participation principles in a healthcare setting • Strong organisational and time management skills • Previous experience working within a healthcare, community health or not-for-profit environment. • Demonstrated commitment to equity, inclusion, cultural safety and respectful engagement. • Proficiency in Microsoft Office suite
You will improve and promote One Team IPC Health by	• Acting with purpose, measuring our results, and celebrating achievements. (We make a difference.) • Going above and beyond, demonstrating understanding and respect for our communities and each other. (We are passionate.) • Learning, experimenting and innovating. (We are creative.)
We will contribute to your success by	• Providing opportunities for you to share what is important to you, your wellbeing, and what you need. • Aligning the contribution you make to IPC Health's strategy. • Guiding you in what to do, when and how to do it.

	- Developing your skills with regular feedback and exploring career opportunities. - Ensuring you feel fulfilled at the end of each workday. - Being committed to maintaining a barrier-free environment for all and welcoming individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTI communities.
Key Deliverables and Measures	- Consumer Voice Framework is effectively implemented and embedded across the organisation - Consumer participation outcomes demonstrate meaningful contribution and experience - Consumer participation metrics such as; consumer numbers, diversity, and engagement activities undertaken, are tracked and reported

Contract Type	Ongoing	
Team	Governance, Quality and Risk	
Reports to	Senior Manager, Governance, Quality and Risk	
Key relationships	- Volunteer Coordinator - People and Culture team - Leadership team - Service providers - Consumers, local groups and organisations	
Location	The employee may reasonably be required to travel and work at other locations dependent on the need of the business.	
Vaccination category	C	
Compliance	Standard	Action / Requirements
	OH&S	Performance work in a manner that complies with IPC Heath's OH&S obligations and adds to a safety culture for all
	Child Safety Standards	A proactive approach to ensuring the safety, wellbeing, and inclusion of all children, in line with our legal and ethical obligations. Must demonstrate a strong understanding of child safety principles and uphold these values in all aspects of their work.

	WWCC	Must maintain a valid employee check and list IPC Health as their employer
	Police Check	Must maintain a valid check
	*Banning Orders (deleted if role not in Aged Care)	Must not appear on banning orders
Systems required for role and access level	Better Impact software	Click or tap here to enter text.
	Governance, Quality, Risk sharepoint	Click or tap here to enter text.

Our Purpose

We improve quality of life for the people and communities we serve by maximising access to health and wellbeing services.

Our Values

We are passionate

We go above and beyond, demonstrating understanding and respect for our communities and each other.



We make a difference

We act with purpose, measure our results and celebrate achievements.



We are creative

We learn, experiment and innovate.

