

CONSUMER LIAISON COORDINATOR

DEPARTMENT/UNIT	Monash Partners Comprehensive Cancer Consortium (MPCCC), School of Clinical Sciences at Monash Health
FACULTY/DIVISION	Faculty of Medicine, Nursing and Health Sciences
CLASSIFICATION	HEW Level 5
DESIGNATED CAMPUS OR LOCATION	Clayton Campus

ORGANISATIONAL CONTEXT

At [Monash](#), work feels different. There's a sense of belonging, from contributing to something groundbreaking – a place where great things happen. You know you're part of something special and purposeful because, like Monash, your ambitions drive you to make change.

We have a clear purpose to deliver ground-breaking intensive research; a world-class education; a global ecosystem of enterprise – and we activate these to address some of the [challenges](#) of the age, Climate Change, Thriving Communities and Geopolitical Security.

We welcome and value difference and [diversity](#). When you come to work, you can be yourself, be a change-maker and develop your career in exciting ways with curious, energetic, inspiring and committed people and teams driven to make an impact – just like you.

We champion an [inclusive workplace culture](#) for our staff regardless of ethnicity or cultural background. We have also worked to improve [gender equality](#) for more than 30 years. Join the pursuit of our purpose to build a better future for ourselves and our communities – [#ChangeIt](#) with us.

The Faculty of **Medicine, Nursing and Health Sciences** is the largest faculty at Monash University, a global university with campuses across Victoria and international locations in Indonesia, Malaysia, China, India and Italy.

Our Faculty offers the most comprehensive suite of professional health training in Victoria, consistently ranked in the top 40 universities worldwide for clinical, pre-clinical and health sciences.

We want to improve the human condition. That is our vision - it has no expiration date. By educating the current and future healthcare workforce, and undertaking medical research, both

discovery and clinical, our students, staff and alumni all work to directly improve people's quality of life, reduce health inequality and promote greater health and social outcomes.

We're globally recognised for our quality education of over 63,000 doctors, nurses, and allied health professionals and health researchers. The future health of our communities is underpinned by the sustained excellence of our education and research capabilities.

We are ambitious and committed to maintaining our position as a leading international medical research and teaching university. We're recognised for the quality of our graduates, the scale and depth of our research, our commitment to translational research, and as a thriving biotechnology hub. To learn more about the Faculty, please visit www.monash.edu/medicine.

Our Faculty includes four Sub-Faculties: Health Sciences, Clinical and Molecular Medicine, Biomedical Medicines, and Translational Medicine and Public Health.

The **Sub-Faculty of Clinical and Molecular Medicine**, embedded in Monash Health, comprises the School of Clinical Sciences (SCS), Hudson Institute of Medical Research, Monash Centre for Health Research and Implementation (MCHRI), and the Victorian Heart Institute (VHI) within the new Victorian Heart Hospital.

We improve health across the lifespan, in partnership with Victoria's largest health service. Our direct access to patient populations is enabled through Monash Health's multiple hospital campuses and community services. We drive cutting-edge research across the human lifespan, from fertility to end of life. Our work spans the continuum from discovery and clinical research, through to implementation and health services research.

We strive to generate world-leading health outcomes and offer a strong record of entrepreneurialism and commercialisation, developing opportunities at every level, from molecule to community.

The **School of Clinical Sciences at Monash Health (SCS)** is one of nine schools of the Faculty of Medicine, Nursing and Health Sciences at Monash University, and is the third largest school within the Faculty and its largest clinical school. Most research and teaching activities of the School are based at Monash Medical Centre Clayton. Monash Medical Centre is the major tertiary referral hospital for Monash Health, which serves a population of over 1.5 million people and is Monash University's largest hospital partner. The School of Clinical Sciences at Monash Health is a major teaching resource for Monash as its largest deliverer of clinical teaching in the medical student curriculum and the host of its Nutrition degrees.

Basic, clinical, and translational research are undertaken by the departments of the School: Medicine; Nutrition, Dietetics & Food; Obstetrics and Gynaecology; Paediatrics; Psychiatry; Surgery; Radiology and Radiological Sciences, and associated University Research Centres. SCS has over 250 PhD students and also supports students completing a BMedSc (Hons) or MPhil, often in conjunction with medical training.

Researchers of the School collaborate closely with clinical areas in Monash Health and many of the School's principal investigators are leading clinician-scientists. The School is believed to have the largest number of clinicians enrolled in higher degrees by research of any teaching hospital in Australia. See more at: www.monash.edu/medicine/scs

There is a strategic imperative to enable effective consumer engagement to support progressive and inclusive clinical care, education, and research across the cancer sector. In December 2023, funding was announced by the Victorian State Government for the 'Consumers Leading Transformational Change in the Cancer Sector' research partnership. This statewide multi-partner collaboration includes the Cancer Council Victoria, Regional Trials Network, Monash Comprehensive Cancer Consortium, VCCC Alliance and the University of Melbourne. With a paucity of immersive consumer leadership training programs available, the partnership will create and evaluate a consumer leadership program through key activities that develop and implement a consumer leadership masterclass program as a pathway for consumers to gain knowledge, skills

and confidence to enhance their contribution to cancer-related care delivery, research and education.

This consumer-led research project aims to develop a statewide network of consumer leaders and build consumer, and organisational, capability through implementation. The outcomes of the research contribute to the scholarship on the value of consumer leaders and the impact on an individual, team, and organisation.

Monash and the Faculty of Medicine, Nursing and Health Sciences values staff diversity and champions inclusive practices. We are committed to equitable decision making and apply the principles of [achievement relative to opportunity](#) in our selection processes.

POSITION PURPOSE

The Consumer Liaison Coordinator will be responsible for working collaboratively with the program manager to support project development, implementation and sustainability at the partner sites. Key aspects of role include managing and developing local consumer recruitment and engagement strategies, facilitating the consumer projects for consumers and staff involved, administrative duties, coordination of meetings, remuneration processing and acting a conduit to local communication teams.

This is one of three consumer liaison coordinator roles for the project, with consumer liaison coordinators also recruited for the Regional Trials Network, and Cancer Council Victoria. The incumbent will be required to foster close working relationships with respective coordinators across partner sites. They will be required to capture the views of the consumers of the organisations they are representing, facilitate project placements in their local site and provide organisational feedback to the Program Manager – Consumer Leadership.

Reporting Line: The position reports to MPCCC Program Manager

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Support the implementation and evaluation of the project and associated activities at the local level, including coordinating activities, managing resources, and ensuring project goals are met within specified timelines
2. **Coordinate with the Program Manager to manage and develop** a local consumer recruitment and engagement strategy. Facilitate consumer induction and any local training and support
3. **Maintain and oversee** consumer activity for remuneration
4. Support development of Community of Practice
5. Build strong relationships with consumers involved in the project. Ensure consumers are actively engaged and provide any assistance to support effective involvement
6. Provide staff training/program induction if required
7. Support the Program Manager through development of agendas, minutes and workplans, and facilitating the delivery of agreed activities and initiatives
8. Partner with fellow Consumer Liaison Coordinators, Program Manager and partner sites to deliver coordinated and timely project administration, including maintenance of participant records, remuneration reconciliation, and progress reporting

9. Facilitate coordinated and consistent communication across partner organisation communications teams
10. Other duties as directed from time to time

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - A tertiary qualification in a discipline such as health, social science, communications, education, management, or related field; or
 - substantial relevant skills and work experience; or
 - an equivalent combination of relevant experience and/or education/training.

Knowledge and Skills

2. Demonstrated ability of consumer engagement and building effective working relationships
3. Project experience, working to deadlines, managing resources with proven ability of delivery of agreed outcomes
4. Demonstrated experience collaborating and communicating with a wide range of internal and external stakeholders at all levels of experience
5. Ability to work as an effective member of a team as well as independently and in an agreed project direction
6. Outstanding interpersonal skills including the ability to build strong working relationships through effective liaison and engagement with consumers and use consumer input to guide project delivery
7. Strong strategic thinking skills with the ability to manage and develop recruitment and engagement strategies for consumers
8. A high level of computer literacy, including demonstrated experience in learning and adopting new software packages as required
9. Skill in using hybrid communication technology such as Zoom, Teams, and familiarity with using meeting AV equipment
10. Additional language skills and experience/understanding working with CALD or indigenous communities

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.