

POSITION DESCRIPTION – LEAD ENGAGEMENT AND PARTICIPATION OFFICER

POSITION:	Lead Engagement and Participation Officer
SALARY:	Negotiable based on experience
LOCATION:	Melbourne or Canberra
EMPLOYMENT:	Contract position to October 2023 (with possible extension subject to funding)
FTE:	1.0 (negotiable)
RESPONSIBLE TO:	Chief Executive through the National Policy and Engagement Manager

THE ROLE

This role will take COTA Australia's Strategic Plan 2021-2025¹ and develop a program of engagement with older Australians to further enhance the voices of lived experience in COTA Australia's work. The role will plan, action and deliver high quality opportunities to increase the participation of older Australians in shaping COTA Australia's policy and advocacy activities across a wide range of issues.

The role collaborates internally as part of a small team, engages and works together with our constituency and stakeholders to develop an ongoing relationship with older Australians supporting COTA Australia's advocacy.

DUTIES AND RESPONSIBILITIES

1. Engagement and Participation Activities

- Be an active participant of a team, collaborating on activities with other staff and stakeholders.
- Grow the diversity of the older people we engage with and implement strategies to capture the insights of older people who are more challenging to reach.
- Lead the development of an engagement activity plan to strengthen ongoing relationships with current and future COTA supporters through both digital and face-to-face opportunities.
- Collaboratively design specific engagements that capture consumer insights to inform and support policy and project objectives.
- Implement and evaluate effectiveness of engagement activities within a continuous improvement framework.
- Develop resources to support engagement and participation activities and to build the ongoing capacity of our constituency.

¹ Available at [Strategic Plan 2021-25 - COTA Australia](#)

2. Presenting Insights

- Develop reports to present consumer insights and findings from community engagement and participation activities to inform COTA Australia's policy and advocacy activities across a wide range of issues.
- Analyse data including through use of PowerBI, Tableau, Excel or other such software.
- Identify process improvements to support efficient delivery of the projects.
- Input insights into strategic planning.
- Develop and author content for internal and external publications.

3. Project Development

- Seek out partnerships and support the organisation to secure external funding opportunities that extend COTA's engagement reach.
- Assist with the design and development of project briefs.
- Assist with the development of external funding proposals.
- Facilitate projects including the use of external contractors as requested.
- Support the implementation of COTA's Engagement Framework.

4. Other Duties

- Ensure compliance with best practice engagement strategies and legislation (e.g. privacy).
- Participate in and contribute to the general operation of the organisation.
- Prepare materials for internal and external publications as required.
- Other duties as directed.

ADDITIONAL REQUIREMENTS

This role will require some interstate travel and some work outside of normal hours. Experience and/or knowledge of the mental health sector would be highly regarded.

KEY SELECTION CRITERIA

1. Experience in designing, delivering, and evaluating digital and/or face-to-face engagement and participation activities.
2. Previous experience in a community organising/mobilising, stakeholder engagement, community development, relationship management roles.
3. Knowledge and experience collaborating with a diverse range of people, in particular older Australians.
4. High level written and verbal communication skills.
5. Demonstrated capacity or experience in data analysis and report writing.
6. A positive solution focused attitude, with attention to detail and ability to meet tight and multiple deadlines.
7. Ability to work independently and within a small team, to take one's own initiative, demonstrating resourcefulness and managing competing priorities.
8. Demonstrated capacity to learn and acquire new digital skills and get the best out of existing software (including all Microsoft Office 365 applications). Previous experience with digital engagement/mobilisation tools, and WordPress/website skills well-regarded.