

# POSITION DESCRIPTION



---

**Position Title:** Relationship Manager, Pride in Health + Wellbeing  
**Work Level:** Manager

---

**Division:** ACON Pride Inclusion Programs  
**Location:** Sydney/Melbourne (negotiable)

## Reports to

National Program Manager, Pride in Health + Wellbeing

## Direct Reports

This position does not have any employees reporting into it.

## About Pride in Health + Wellbeing

Pride in Health + Wellbeing is an ACON Pride Inclusion Program, specifically designed to assist health, wellbeing and human services organisations of all levels. Pride in Health + Wellbeing is a national program that provides support to organisations to improve their LGBTQ-inclusion and thus remove barriers to care and improve the health and wellbeing of sexuality and gender diverse communities.

Pride in Health + Wellbeing sits within ACON's Pride Inclusion Programs alongside Pride in Diversity and Pride in Sport.

ACON is Australia's largest LGBTQ health organisation, focusing on inclusion, diversity, health and wellbeing, HIV prevention and support services. We are a fiercely proud community organisation. For our entire history, the work of ACON has been designed by and for our communities.

## Position Overview

This position seeks a highly engaged and proactive professional who will work closely and autonomously with the National Program Manager – Pride in Health + Wellbeing, Director of ACON's Pride Inclusion Programs, and other members of the Pride Inclusion Programs team to further enhance and deliver the Pride in Health + Wellbeing program to organisations across Australia.

This position requires an independent and highly motivated individual with experience in LGBTQ diversity and/or inclusion, with a proven ability to work effectively as an independent

HUMAN RESOURCES USE ONLY		
APPROVED – National Program Manager, Pride in Health + Wellbeing – Manager HR	Relationship Manager, Pride in Health + Wellbeing	June 2021

member of a remote team. There is the potential to move this role to a 5 day/week as the portfolio grows or alternatively remain 3 days with additional staff hired when required.

This role requires regular engagement with their Manager in addition to the Director of ACON's Pride Inclusion Programs. This position is responsible for a diverse Pride in Health + Wellbeing membership portfolio and requires a strong work ethic, high customer service ethic, quick member turnaround times and accurate recordkeeping. A significant component of this position will be the development and maintenance of relationships within your member portfolio, the ongoing delivery of training and strategic consulting services to members in addition to regular contribution to broader divisional projects and events. It is also anticipated that the incumbent will seek opportunity to bring new members into the program.

### **Main Activities**

- To provide proactive advice, guidance, and support to the assigned membership portfolio, including but not limited to membership strategy development, policy and practice reviews, enablement, and training as well as Health + Wellbeing Equality Index an survey (HWEI) tracking, marking, advice, and guidance.
- Identification of recruitment of new members, promoting the Pride in Health + Wellbeing program at every opportunity to grow membership
- Development of skills as a trusted advisor; building a strong strategic mindset; consultative engagement mode of working with members alongside the ability to engage effectively with executive at all levels.
- Adherence to all internal operational policies and processes with efficiency; including but not limited to the maintenance of accurate and detailed member contact details and critical relationship management commentary in Salesforce, timely provision of all quotes and associated travel requests; awareness of membership expiry dates and active engagement to ensure timely renewal, on-time provision of all required reporting.
- Effective team collaboration, engagement, support, and development while role modelling workplace values and respectful behaviours.
- Development of a thorough understanding of the research surrounding LGBTQ inclusion (or the lack of) within the health, wellbeing and human services sector, its impact, and the need for visible inclusion initiatives.
- The ability to work effectively across teams and build working relationships.

### **Selection Criteria**

#### **Essential:**

1. Experience in inclusive health, wellbeing, or human service organisations.
2. Superior verbal and written communication and presentation skills with high attention to detail.
3. Proven ability to work independently, proactively, and remotely while maintaining high levels of engagement and productivity.
4. Experience in the delivery of training and/or public speaking.
5. Ability to travel nationally on a semi-regular basis to assist member organisations or to attend relevant events, often a week at a time.

6. Ability to work in a fast paced environment, with a diverse range of people and personalities at all levels of seniority alongside an ability to juggle high levels of engagement, team collaboration, and sustained periods of administration.
7. Strong working knowledge of Microsoft Word, Excel, and PowerPoint.

**Desirable:**

1. Experience in and/or understanding of LGBTQ inclusion initiatives and/or strategies.
2. Familiarity with the unique challenges faced by Trans and Gender Diverse people in accessing suitable services.
3. Experience in a relationship manager role or similar, providing support to a diverse range of clients with a strong customer service focus.
4. Experience in the strategic development or delivery of LGBTQ inclusion initiatives.
5. Exceptional people and service delivery skills with ability to deal with difficult situations diplomatically as required.
6. Professional qualification and/or experience in responding to national quality standards and governance frameworks are highly valued.
7. Experience working with Pride in Health + Wellbeing or a comprehensive understanding of the program offerings.
8. Lived experience of NDIS services, Mental health services, alcohol and other drugs services, peer support, aged care or other sector services is desirable.