



PRIDE
INCLUSION
PROGRAMS

prideinhealth
+wellbeing

Relationship Manager, Pride in Health + Wellbeing

Join the Pride in Health + Wellbeing team and help Australian health, wellbeing and human service organisations deliver best practice LGBTQ inclusive care.

Pride in Health + Wellbeing is an ACON Pride Inclusion Program, specifically designed to assist organisations of all levels with the making their services more LGBTQ inclusive to break down the barriers the community face in accessing services and to eventually improve the overall health of sexuality and gender divers 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. We provide a range of services designed to improve the health and wellbeing of our communities.

About you:

- Highly engaged, motivated, and proactive
- Excellent verbal and written communication skills
- Passionate about LGBTQ diversity and inclusion in the health and wellbeing sector
- Ability to work independently and as part of a team
- Exceptional influencing and stakeholder management experience

Reporting to the Pride in Health + Wellbeing National Program Manager, our new Pride in Health + Wellbeing Relationship Manager will have a strong track record in relationship and stakeholder management and support as a trusted advisor.

This role will initially be a 0.6 FTE position, working three days per week, for a 1 year contract. It is anticipated that as the program grows the role will also extend to 1.0 FTE (full time) with possibility of a contract extension beyond the original 1 year.

This is a busy and highly rewarding role for a person with an interest in inclusive care, removing barriers to accessing services and the health of the LGBTQ community. We encourage people with lived experience of mental health, alcohol and drug use, family violence, homelessness, receiving disability support, or other care services to apply. We also encourage Aboriginal or Torres Strait Islander people, as well as people who are gender or sexuality diverse to apply.

For more information about the role please contact, Claire Allen, Pride in Health + Wellbeing National Program Manager at callen@acon.org.au or 0419 583 034.

For more information about the Pride in Health + Wellbeing program, please visit www.prideinhealth.com.au

Applications close 11:59pm, Sunday 8 August 2021.

ACON is an EEO employer and encourages people with HIV, Aboriginal and Torres Strait Islander heritage, all abilities, multicultural heritage, LGBTQ identity, and those who are an ally to these communities to apply.

www.acon.org.au | www.prideinsport.com.au

Working at ACON

ACON provides a colourful, nurturing, and fun workplace. Our employees and volunteers are the foundation for our ongoing effectiveness and for our capacity to deliver leading practice services to our communities.

We offer flexible working arrangements and a generous array of entitlements often above the National Employment Standards (NES) including:

- Salary Packaging up to \$30,000 gross up value (i.e. currently up to \$15,899 tax free)
- Generous leave entitlements (pro rata) include:
 - An extra week of paid leave to be taken during our Christmas and New Year’s shutdown period;
 - 12 days of paid personal leave per year (10 days under NES);
 - 14 weeks paid parental leave in addition to the government arrangement;
 - Paid Additional Health Care Leave for ongoing and once-off issues affecting health (including Family and Domestic Violence Leave),
- Employee Assistance Program (EAP) - access to a comprehensive counselling service free to employees

How do I apply?

You must email us the following three documents in MS-Word or PDF format to vacancy@acon.org.au:

1) An ACON Application Form

You can download this at www.acon.org.au/jobs

2) Your Cover Letter outlining your Claim against the Selection Criteria

Tell us how you meet each of the Selection Criteria in the Position Description in detail.

Let us know how your skills and experience relate to the requirements of the position and how you can use them to excel in this job.

To do this, please address each criterion separately in point form. You should use statements with examples that clearly demonstrate your competency in a particular area.

Applicants who do not demonstrate that they meet the requirements of the position will not be invited to attend an interview.

3) Your Resume

Tell us about your previous employment and your education. Be sure to include:

1. Your **Name** and **Contact details**
2. Your **Education** including any degrees you have received, the institution and its location and the date of your graduation. You might also want to include your major/minor fields, any honours, and publications.
3. Your **Work Experience** including jobs, internships, and volunteer work.

How does recruitment work at ACON?

There are five main steps in the process:

1) Application

ACON receives your application, cover letter and resume. You will receive an email from our HR Team acknowledging that we have received your documents.

2) Shortlisting

A selection panel of 2-4 qualified persons will review all the applicants and offer interviews to those applicants whose applications best address the requirements of the position. Individuals that are selected will also be asked to review an eLearning module of ours before attending the interview.

3) Interview

If you are shortlisted for interview you will be contacted by the chairperson of the selection panel and invited to an interview. Your interview may take the form of a question and answer session, a presentation of your previous work, a test of your computer skills, or any other form that is relevant to the position. The chairperson will let you know the format of the interview and any documents, presentations, or examples of previous work that you might need to bring with you.

4) Offer

Appointments to positions with ACON are based on merit. This means that the applicant who is judged to be the most capable of carrying out the duties of the position will be offered the job. The decision to make you an offer is based on your written application, your performance at interview, and successful Referee Checks, Criminal Record Checks and Working with Children Checks (if applicable).

5) Acceptance and Commencement

Once a salary and start date have been agreed, you will receive a commencement pack from the HR Team including your contract and other documents (e.g. the ACON Code of Conduct, Tax File Declarations, Bank Deposit details, Superannuation Choice forms, etc.). Once these are returned to the HR Team, you are ready to start work on your agreed date.

How long does it take to hear back on my application?

If you have applied via email, you will be sent a return email within 1-3 business days acknowledging receipt of your application. After the closing date of the vacancy, your application will then be reviewed, and we will contact to inform you of the result of the recruitment within 4-8 weeks after the application closing date.

If you are successful in gaining an interview, the chairperson of the selection panel will contact you by telephone to arrange a suitable date and time for the interview. Otherwise, we will contact you by email to advise you that your application has been unsuccessful on this occasion. If you are not selected for an interview, this is when you will receive an email from our HR Team informing you that your application was not successful on this occasion.

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.

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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 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.

For more information about the Pride in Health + Wellbeing program, please visit www.prideinhealth.com.au