**Senior Relationship Manager, Pride in Health + Wellbeing**

**Be a key person of influence in the health sector and drive inclusive service delivery for LGBTQ+ people across Australia.**

* We are looking for an accomplished individual with experience in LGBTQ+ health and a strong grasp on the health and aged care sectors, to fill a recent vacancy within our Pride in Health + Wellbeing team.

**What’s Pride in Health + Wellbeing you say?**

Pride in Health + Wellbeing is a national program that provides support to health and human service 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, Pride in Sport, and Pride Training.

**Ok, so what’s the role?**

The Senior Relationship Manager, Pride in Health + Wellbeing is a trusted consultant & partner to health and human service organisations, with subject matter expertise in inclusive service delivery for LGBTQ+ people. You will:

* Provide proactive advice, guidance, and support to a portfolio of member organisations, including strategy development, policy and practice reviews, and staff training.
* Contribute to the recruitment of new members, promoting the *Pride in Health + Wellbeing* program at every opportunity.
* Support organisations participating in the *Health + Wellbeing Equality Index* (HWEI), including the benchmarking submission and the employee survey.
* Lead and participate in sector development for LGBTQ+ inclusive service delivery through the development and delivery of resources and events.
* Develop a thorough understanding of the research surrounding LGBTQ+ inclusion (or the lack of) within the health, wellbeing and human service sector, its impact, and the need for visible inclusion initiatives.
* Collaborate with internal and external stakeholders on strategic initiatives and emerging projects.

**Who are we looking for?:**

Someone with:

* A thorough level of understanding of gender and sexuality inclusive care practices and frameworks, and the existing barriers to implementing these.
* Superior verbal, written, communication and presentation skills with high attention to detail.
* Proven experience in strategy development, consulting or project management, with the ability to partner with stakeholders across all levels of an organisation.
* Proven ability to work independently, proactively, and remotely while maintaining high levels of engagement and productivity.
* Experience in the strategic development or delivery of LGBTQ inclusion initiatives.
* Exceptional people and service delivery skills with the ability to deal with difficult situations diplomatically as required.
* A high level of experience in or understanding of the Australian health and wellbeing industry, including sectors such as hospitals, aged care, primary care, mental health, drug and alcohol, and disability would be highly valued.
* Professional qualifications or equivalent experience in public health, health management, or health policy would be highly valued.
* The ability to travel nationally on a semi-regular basis to assist member organisations or to attend relevant events, sometimes a week at a time.

**What else can we tell you?**

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 innovative community engagement and health promotion programs and initiatives for our communities.

To support the successful candidate in their new role at ACON we offer:

* Flexible working arrangements.
* Generous learning and development opportunities.
* Potential for tailored mentoring opportunities.
* Supportive working environment with a knowledgeable and friendly team.

You’ll be part of a dynamic team of individuals within ACON’s Pride Inclusion Programs, who support organisations Australia-wide to create inclusive environments for LGBTQ+ people.

**What’s the remuneration and working details?:**

**Salary**: Commensurate with skills, qualifications, and experience.

**Location**: ACON’s Surry Hills (Sydney) office, or ACON’s Abbotsford (Melbourne) office, with some regional and interstate travel required.

**Hours:** Part-Time (up to 60.8 hours per fortnight) on a 2-year fixed term contract (with the possibility of extension).

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 pro-rata leave entitlements – including up to an extra week of paid leave for full time employees to be taken during our Christmas and New Year’s shutdown period.
* Employee Assistance Program (EAP) – access to a comprehensive counselling service free to employees.

**How can I find out more details and apply?:**

If this sounds like you, we invite you to apply to join our team and help us make a meaningful impact on the lives of those we serve. By joining us, you will be part of a mission to create a healthier and more inclusive community.

We’d love someone who has experience already in this area but people at all levels of experience are absolutely welcome to apply. We highly encourage Aboriginal and Torres Strait Islander people, people from CALD backgrounds, people with disabilities, and people of all genders to apply.

For more information on the role, please contact Francisco Lopez, National Health Lead – Pride Inclusion Programs, via email at flopez@acon.org.au or 0482 163 606.

If this sounds like the position and organisation you’ve been looking for, find out how to apply at www.acon.org.au/jobs.

All applications must include:

1. Your completed *ACON Employment Application Form* – with all the details filled in where requested;
2. Your *Cover Letter* outlining how you meet the *Selection Criteria* (max. 5 pages); and
3. Your *Resume* (max. 5 pages).

**Applications close: Sunday 18 February 2024**

We are grounded in the belief that diversity is our strength, our differentiator, and at the core of who we are and what we do. As part of our commitment to inclusion, we encourage applications from people living with HIV, Aboriginal and Torres Strait Islander people and LGBTQ people from culturally, linguistically and ethnically diverse, migrant and refugee backgrounds, and LGBTQ people of colour.

[www.acon.org.au](http://www.acon.org.au)

|  |  |  |
| --- | --- | --- |
| APPROVED: Director, PIP | Senior Relationship Manager, Pride in Health + Wellbeing | Jan 2024 |

**POSITION DESCRIPTION**

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

**Work Level:** Manager

**Reports To:** National Health Lead – Pride Inclusion Programs

**Direct Reports:**  This position does not have any employees reporting into it

**Position Overview**

This position is for a highly engaged and proactive professional who works closely and autonomously with the National Program Manager – Pride in Health + Wellbeing, other Relationship Managers within Pride in Health + Wellbeing, the 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. It 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. As Senior Relationship Manager a more strategic focus will also be needed to review opportunities, manage Communities of Practive, meet with key stakeholders and more.

The role requires regular engagement with the *National Health Lead – Pride Inclusion Programs* in addition to the *Director of ACON’s Pride Inclusion Programs*. The 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 the position is 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.

**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*. For our entire history, the work of ACON has been designed by and for our communities.

**Main Activities**

* Providing 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 a survey (HWEI) tracking, marking, advice, and guidance.
* Identifying and recruiting new members, promoting the *Pride in Health + Wellbeing* program at every opportunity to grow membership.
* Developing skills as a trusted advisor and building a strong strategic mindset; with a consultative engagement mode of working with members alongside the ability to engage effectively with executive at all levels.
* Adhering 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, as well as on-time provision of all required reporting.
* Ensuring effective team collaboration, engagement, support, and development while role modelling workplace values and respectful behaviours.

**Main Activities** (continued)

* Developing 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 contribute to *Pride in Heath + Wellbeing* strategic initiatives, focusing in on different intersectional needs.
* The ability to work effectively across teams and build working relationships.
* Actively participating in and contributing to an ongoing process of supervision, Unit meetings, team meetings, general staff meetings, quality improvement and professional development strategies.
* Performing other duties as requested by your supervisor (or designate).

**Selection Criteria**

**Essential:**

1. High level experience/and or understanding of gender and sexuality inclusive care practices and frameworks.
2. Experience in inclusive health, wellbeing, or human service organisations.
3. Detailed understanding of the barriers to inclusive care across the health sector.
4. Superior verbal and written communication and presentation skills with high attention to detail.
5. Proven ability to work independently, proactively, and remotely while maintaining high levels of engagement and productivity.
6. Experience in the delivery of training and/or public speaking.
7. Proven experience in or solid understanding of strategy development; in particular the alignment of activity and plans to strategic D&I goals.
8. Ability to travel nationally on a semi-regular basis to assist member organisations or to attend relevant events, often a week at a time.
9. Ability to work in a faced 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.
10. Strong working knowledge of Salesforce and Microsoft Word, Excel, and PowerPoint.

**Desirable:**

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



**How do I apply?**

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

* + 1. **Your completed ACON application form – with all the details filled in**

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

* + 1. **Your Cover Letter outlining how you meet the Selection Criteria**

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

Tell us how your skills and experience relate to the requirements of the role and how you’d use them to excel in this job.

To do this, please address each criterion separately. 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.

* + 1. **Your Resume**

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

1. Your **Name**, **Contact Details** and preferred **Pronouns**.
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 acknowledging receipt of your documents.

**2) Shortlisting**

A selection panel of 2-4 qualified persons will review all the applications and offer interviews to those applicants whose applications best address the requirements of the position.

**3) Interview**

If you are shortlisted for interview, you will be contacted by the Recruiting Manager 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 Recruiting Manager 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 qualified and capable of carrying out the duties of the position will be offered the role. The decision to make you an offer is based on your written application, your performance at interview, and successful Referee Checks, Criminal Record Checks, Proof of Vaccination 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 People and Culture Team including your contract and other documents (E.g., the ACON Code of Conduct, Tax File Declaration, Bank Deposit details, Superannuation Choice forms, etc.). Once these are returned to the People and Culture 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, and informing you of the date by which all successful applicants will be notified they have progressed to the next stage of the recruitment process. If you have not been contacted by this date, then unfortunately your application has not been successful.

If you are successful in gaining an interview, the Recruiting Manager will contact you to arrange a suitable date and time for interview. If you are not selected for an interview, you will not receive any further notifications regarding your application for this role. We appreciate the time you took to respond to our advertisement, and for your interest in ACON, and encourage you to apply for future roles that are advertised that fit your skills, experience, and qualifications.