

POSITION DESCRIPTION

POSITION TITLE	Consumer and Community Involvement (CCI) Coordinator
CLASSIFICATION	RES 4.1 - 4.5 depending on skills and experience
ROLE	Part time - FTE negotiable (0.6 - 0.8 FTE)
LOCATION	St Vincent's Hospital Melbourne (Fitzroy) with flexibility to work from home in accordance with company guidelines

ABOUT US

The Bionics Institute is an internationally recognised, non-profit medical research institute that solves medical challenges with technology.

Proudly affiliated with Swinburne University of Technology, we lead the world in the research and development of innovative medical devices and therapies to improve human health. Our multidisciplinary team comprises world-class scientists, engineers and researchers, and our laboratories are located at St Vincent's Hospital Melbourne, close to our clinical collaborators.

Together we transform the lives of people with a range of conditions, including Alzheimer's disease, hearing impairment, Crohn's disease, chronic pain, Parkinson's disease and arthritis.

ABOUT THE ROLE

Join the Bionics Institute and our developing CCI program in this exciting opportunity, working closely with the Clinical Research Support Team (CREST) and researchers. You will engage, facilitate and support the involvement of consumers (individuals with lived experience of the challenging medical conditions being researched), in the direction, design, conduct, and dissemination of Bionics Institute research programs.

To ensure high quality, impactful real-world outcomes, Bionics Institute is working to genuinely embed consumer and community involvement across our organisation, at all stages of our research. With our research leaders, you would be partnering with consumers and advocacy groups to ensure lived experience expertise is incorporated in Bionics Institute's projects and programs according to best practice CCI principles. Collaborative, accessible, effective and mutually beneficial relationships are the aim for all CCI activities, and a focus of this role.

Key responsibilities

- Champion lived experience expertise in research at Bionics Institute, including seeking new opportunities for consumer engagement and ways to enhance involvement, supporting the aim of embedding best practice engagement approaches/strategies within and across the organisation.

- Engage, build and support trusted, ongoing relationships with and between researchers, consumers and advocacy groups.
- Liaise with Bionics Institute researchers to determine and facilitate their consumer involvement needs, providing expertise and training to support researchers to build their CCI knowledge, skills and capacity.
- Support consumers' contribution to the research program through facilitating and implementing relevant/required education and support.
- Manage day to day communication with consumers and advocacy groups, ensuring regular contact from Bionics Institute on progress of the research, application outcomes, and the impact of their contribution.
- Provide direct administrative, technical and practical support for CCI activities to researchers and consumers engaged in Bionics Institute's CCI program, including:
 - Assist with preparation of CCI program processes and documents, training and / or education provided to researchers and consumers.
 - Schedule meetings/workshops, prepare meeting material (agendas, slides, relevant consumer-facing documentation), liaise with meeting chair, and take minutes.
 - Facilitate meetings, arrange honorariums.
 - Draft reports as required.
- Provide assistance to design, prepare, and evaluate consumer involvement activities.
- Other related activities as directed.

Core Competencies for the Role

Task complexity - Some complexity

The work involves a number of variables which complicate the work tasks, but the position holder can overcome problems by applying their own knowledge and experience within the field or position.

Knowledge required – General

Degree level theoretical knowledge, and knowledge of up-to-date professional standards and precedent.

Judgement and problem solving – Interpretive

In this role the position holder will use their own judgement to solve problems in their own work area. They can apply their own skills and knowledge to assess best approach to a work task or problem. At this level, the position holder is expected to start to show initiative to recommend and apply work process improvements. They have latitude to decide on work scheduling and priorities, and can exercise their own judgement over when to refer a matter to a higher level.

Level of supervision and independence – General

The position holder is told what outcomes are expected and when they are expected to be achieved. They can determine their own priorities and some work methods, and have some scope to be able to choose from established procedures to achieve work goals. Supervision is typically weekly or fortnightly and specific outcomes are reviewed.

Organisational relationships and impact – Strong

The position holder is able to apply their knowledge of their work area and understand the impact of their actions on other work areas and employees. They can provide advice or assistance to others based on in-depth knowledge within their field of expertise. They have started to develop ability to recommend changes to processes and procedures to improve operations.

ABOUT YOU

You are enthusiastic, proactive and collaborative, with strong interpersonal skills and the ability to build positive, constructive relationships across diverse stakeholders, including researchers, people with lived experience, engineers, technicians, and clinicians. You communicate ethically, sensitively and professionally, with a strong commitment to confidentiality.

You bring excellent written and verbal communication skills, with the ability to engage varied audiences, develop high-quality documents and presentations, and clearly convey complex or sensitive information. You are highly organised, with strong time management, attention to detail, and the ability to prioritise and drive outcomes.

Dedicated and compassionate, you demonstrate a genuine commitment to safe, respectful and inclusive Consumer and Community Involvement (CCI), valuing the expertise of people with lived experience in shaping impactful medical research.

Your work is informed by an understanding of the research process, including ethics, pre-clinical research, research protocols, clinical trial documentation and participant recruitment, alongside knowledge of CCI principles to effectively build capacity in and support both researchers and consumers, strengthening the CCI program.

SELECTION CRITERIA

Essential

- A degree qualification in health or biomedical science, for example, psychology, health science, allied health or a related field (or equivalent experience).
- Experience in a research, health, disability or social sector organisation working collaboratively with individuals who have lived experience of a challenging medical condition.
- Experience creating and preparing materials for a range of internal and external stakeholders, including for meetings, presentations and reporting purposes.

Desired

- Experience in clinical and/or preclinical research, in an academic or hospital environment.
- Previous training, and/or knowledge of CCI in research principles, including awareness or application of the NHMRC *Statement on Consumer and Community Involvement in Health and Medical Research*.
- Experience in a CCI role in a research setting.

Additional Requirements:

Prior to any offer being made, and at any point during employment, any of the following may be required to be provided:

- A national police check via Fit2Work or an alternative as identified by Bionics Institute.
- Evidence of holding the legal right to work in Australia with no restrictions.
- Evidence (for sighting) of any vaccinations required by the Bionics Institute under any applicable laws, rules, regulations and government public health orders or directions.

OUR COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION

As our research transforms the lives of people across all walks of life, we recognise that a diverse, engaged, and united team makes us stronger, and we hire qualified people from all different backgrounds and experience levels.

We encourage employees to speak with your manager or a member of our HR team about the type of working arrangements that would help you thrive in your role at the Bionics Institute.