

## POSITION DESCRIPTION

*Cancer Council Australia is the leading national non-government cancer control organisation. We develop and promote independent, evidence-based policy and information on cancer prevention, detection, treatment and care. We support our members, the eight state and territory Cancer Councils, to: undertake and fund cancer research; prevent and control cancer; and provide information and support for people affected by cancer.*

<b>JOB TITLE:</b>	Senior Engagement Officer	<b>DIVISION:</b>	Program Management Office
<b>LOCATION:</b>	Flexible	<b>STATUS:</b>	Until June 2027
<b>REPORTS TO:</b>	Head, National Programs	<b>HOURS:</b>	35 hours per week
<b>WORKS CLOSELY WITH:</b>	Director of Engagement		
<b>AWARD:</b>	Award Free	<b>AWARD:</b> <input type="checkbox"/> YES	<b>AWARD:</b> <input checked="" type="checkbox"/> NO
<b>POSITION NO:</b>	TBD	<b>LAST UPDATED:</b>	February 2026

### Organisational context

As Australia's leading cancer charity, Cancer Council unites the community, provides support, invests in research and saves lives. We are proud to work across all stages of the cancer journey from prevention to end of life.

Cancer Council Australia's key strategic priority areas are research, prevention, support, policy, advocacy and sustainability. Our mission is to lead a cohesive approach to reduce the impact of cancer. At Cancer Council Australia, we have an enviable reputation for our commitment to Cancer research, and our values compassion, collaboration, trust, innovation and excellence guide everything we do.

A critical component of Australian Government's Australian Cancer Nursing and Navigation Program is the Cancer Navigation Service, which is being delivered by Cancer Council. It seeks to provide a simple point of entry into the support services offered across the sector, for those who don't already access the support they need. It focuses on scaling the availability of easy to access support services, improving equity, particularly among areas where cancer outcomes are worse than others, and preparing for a future where we expect more people to diagnosed with cancer and more Australians to be digitally savvy.

The Navigation Program operates within a Federated, national environment involving:

- The Cancer Council Federation
- Commonwealth Government funders
- Sector partners and peak bodies
- Health professionals and consumers

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- Advisory and governance groups

The Program Management Office (PMO) provides governance oversight, coordination and assurance across multiple delivery streams to ensure program milestones, funding obligations and stakeholder expectations are met.

## Role Purpose

The Senior Engagement Officer leads the coordination and delivery of stakeholder engagement and program communications of the Navigation Program.

The role ensures that engagement and communication activity strengthens alignment across the Cancer Council Federation, supports Commonwealth funding obligations, and enables confident adoption of the Navigation Program.

The role Senior Engagement Officer is responsible for designing and coordinating structured, risk-aware and governance-aligned engagement activity that is:

- Strategically aligned with program objectives
- Governance-compliant and risk-aware
- Coordinated across program streams
- Responsive to stakeholder feedback
- Supportive of effective change management and program adoption.

Working in close partnership with the Director of Engagement, Change Manager and Head of National Programs, the role supports strong Federation alignment, protects the Cancer Council brand, and enhances stakeholder confidence in the delivery of the Navigation Program.

## Primary Accountabilities

### 1. Strategic Stakeholder Engagement

- Maintain and operationalise the Program's Stakeholder Engagement Plan in alignment with delivery milestones and change management activities
- Support Program engagement across the Cancer Council Federation
- Ensure engagement activity minimises duplication and mitigates stakeholder fatigue
- Support structured stakeholder mapping and tracking to inform engagement priorities

### 2. Communications & Content Development

- Develop high-quality, audience-specific communications materials including briefings, presentations, reports, toolkits, newsletters and correspondence
- Support the preparation of communications required for the Department of Health, Disability and Ageing
- Ensure consistent messaging, brand integrity and alignment across all stakeholder communications
- Translate complex program developments into clear, accessible and strategically aligned updates

### 3. Coordination & Governance Interface

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- Coordinate input from program streams to ensure cohesive and timely stakeholder communications
- Supporting communication and briefing materials for the Navigation CEOs' Forum and other governance forums as required
- Maintain oversight documentation of stakeholder engagement activities
- Support tracking of engagement activity against program milestones and reporting requirements.
- Ensure alignment between engagement, communications and change management planning

#### 4. Insight, Risk & Continuous Improvement

- Capture, synthesise and analyse stakeholder feedback to identify themes, risks and emerging issues
- Identify opportunities to inform program leads decision-making
- Review stakeholder engagement systems and processes and recommendation improvements
- Contribute to a culture of disciplined governance, transparency and accountability

#### 4. Program and Operational Support

- Manage the Navigation Engagement inbox, triage enquiries and coordinate response, maintain accurate records of stakeholder engagement activities and communications
- Monitor and improve communication systems and processes
- Identify and escalate stakeholder engagement risks and opportunities through Program channels
- Foster positive, productive and trusted relationships with all stakeholders to promote cohesion and consensus, and expedite decision making

#### Other Accountabilities

- Work Health and Safety:
  - Provide a safe workplace
  - Promote and implement health and safety policies and procedures
  - Ensure employees are trained in the safe performance of their assigned tasks
  - Provide adequate resources to meet the Cancer Council's commitment to health and safety
- Any other duties that may be required to meet the needs of the business

#### Main Challenges

- Operating within a complex, federated national environment
- Managing diverse stakeholder expectations under tight timelines
- Supporting autonomy while exercising sound judgement and risk escalation
- Aligning engaging activities with governance, funding and reporting requirements
- Maintained structured collaboration across multiple delivery
- Working a fast-moving environment with evolving priorities

#### Key Relationships

This position reports to the Head of National Programs and works closely with:

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**Internal**

- Head of National Programs
- Director of Engagement
- Change Manager
- Program Delivery Manager
- Program Stream teams

**External**

- Department of Health, Disability and Ageing
- Advisory groups
- Sector partners and peak bodies
- Health professional and consumer representatives

**Selection Criteria**

**Essential**

- Demonstrated experience delivering stakeholder engagement in complex, multi-stakeholder or federated environments
- Excellent written and verbal communications skills, including the ability to prepare executive-ready materials
- Proven ability to synthesise diverse input into clear, actionable insights
- Experience supporting governance forums such as Steering Committees, Advisory groups or Boards
- High proficiency in MS Office and collaboration tools (e.g., PowerPoint, Teams, SharePoint)
- Strong interpersonal and relationship-building capability
- Commitment to Cancer Council’s mission and values

**Desirable**

- Experience working in health, cancer control or other regulated sectors
- Experience delivering communications that support change initiatives
- Experience working with Department of Health, Disability and Ageing or other Commonwealth Department on large scale programs
- Familiarity with project management methodologies or tools

<b>APPROVED BY:</b>		<b>Date:</b>	February 2026
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