

Position Title	IBD Quality of Care Project Officer	Tenure	Until Dec 2026 with potential for continuation depending on project funding
		FTE	0.8-1.0
Reporting to	Wayne Massuger	Head – Quality, Research and Support Programs	
Located	Level 1,363 Camberwell Road Camberwell		
Document created by	Wayne Massuger	February 2020	
Approved by	Leanne Raven CEO		
Reviewed/ updated	10 December 2025		

Crohn's & Colitis Australia (CCA) Vision

At CCA we dream of a future that is free of Crohn's and colitis, empowering people to live fearlessly while we help search for a cure.

Purpose

We believe in being fearless, and at CCA we:

- Improve quality of life by helping people understand, respond to and actively manage their care.
- Empower and support our community – encouraging innovation, advancing quality of care, and facilitating new knowledge informed by deeper research.
- Advocate, educate and facilitate, leading tough conversations about taboo topics.

We want people to be authentic and unapologetic about their Crohn's or Colitis – whether that leaves them laughing or crying. We know being fearless means there will still be bad days, bad months, or bad years – this is a long-term and life-altering condition – it's about giving people the courage, confidence, and the ability to face things head on.

Because in fearlessness, there is strength to drive us toward a cure.

Position Purpose

The primary purpose of this role is to provide day to day project support for the IBD Quality of Care (IBD QoC) Program. The role will support projects that seek to improve the quality of care for people with IBD and address the priority areas of the IBD National Action Plan and IBD State of the Nation report.

Currently this role will focus on several project areas:

- Consumer Education and Awareness - IBD (CEA-IBD) health literacy project.
- Health professional education resources
- Application/s for focused research in IBD through MRFF

The role will have responsibilities including stakeholder communication, survey/focus group support, consumer and stakeholder engagement. The position holder will be the contact person for projects. The role will provide administrative support for all aspects of the program including support to the project Advisory Committee, reporting, data management, training and support, and stakeholder

liaison. The position will contribute to activities of the broader CCA Quality of Care program as required.

The position will be based at the Crohn's & Colitis Australia head office, currently Camberwell, Melbourne.

Duties & Responsibilities

Stakeholder liaison - Take responsibility for the day-to-day stakeholder engagement:

- Develop and maintain effective stakeholder relationships and open lines of communication, in particular with consultants, universities and other project partners.
- Develop and maintain an up-to-date stakeholder contact register
- Early identification and response to project issues and escalation to Project Manager where necessary
- Support implementation of stakeholder workshops and events e.g. launches

Support consumer engagement in the project to support co-design of project outputs

- Work with consumers to ensure active participation in the Project Advisory group and project more broadly
- Contribute to development of consumer focus groups, surveys and workshops as necessary including recruitment and support throughout events.

Reporting

- Provide regular feedback on project progress to Manager as per reporting requirements
- Support preparation of project progress reports for, funders and organisational reporting
- Contribute to research reports and manuscripts
- Attend relevant project meetings as required

Communications and content

- Work with the CCA communications staff to promote awareness of the activities of the IBD QoC program
- Develop health literacy content for the CCA website, GutSmart and video resources
- Support development of health professional education content
- Contribute content to various CCA communication channels such as the CCA magazine, social media and website

Research and evaluation

Where projects are undertaken as research studies, assist with the design of research, ethics applications and evaluation frameworks for projects:

- Participate in recruitment, data collection, analysis and reporting of research and evaluation data
- Develop online data collection tools
- Support processes for ethical conduct in human research
- Coordinate recruitment and audit registration process through regular liaison with sites/stakeholders invited to audit
- Conduct literature review of available resource materials when necessary
- Support research and evaluation participants to complete data collection
- Administer research and evaluation databases
- Contribute to quantitative and qualitative data analysis
- Identify and use existing data sources where available

Records Management

- Ensure the confidentiality of health records and stored personal data is respected and maintained in line with the Privacy Act.
- Record information in the CCA Zoho database

Other

- Take and distribute Project Steering Committee meeting minutes
- Respond to general CCA enquiries for the IBD QOC Program with referral to Manager where necessary
- Be available for occasional interstate travel as required
- Any other duties as may be reasonably expected, and which are commensurate with the level of the post.
- Adhere and comply with the provisions of CCA's policies and procedures.

Major Challenges: Limited and minimal staff mean that resources are always scarce. It is essential there is clarity and open communication between all key internal and external contacts.

Environment: Not-for-profit sector organisation with multiple & various stakeholders and heightened cost-conscious governance.

Job Scope: This position has no direct reports.

Person Specification	
Education	
<p>ESSENTIAL</p> <ul style="list-style-type: none"> • Tertiary health related qualification • Proficient in Microsoft Office applications and adequate word processing skills • Experience in project methodologies 	<p>DESIRABLE</p> <ul style="list-style-type: none"> • Qualification in project methodology • Research or database qualifications
Skills and Experience	
<p>CRITICAL SKILLS & EXPERIENCE REQUIRED</p> <ul style="list-style-type: none"> • Experience in the health industry – experience in the hospital setting working with clinicians will be highly regarded. • Proven experience in project administration, working to tight deadlines • Outstanding written and verbal communication skills and ability to write content for health literacy resources • Well-developed interpersonal skills and the ability to deal with and support a wide range of people, including senior members of the healthcare professions and national organizations and/or clinical teams participating in work • Proficient in Microsoft applications: SharePoint, Word, Excel, Project, Power point & Outlook. • Demonstrate a high attention to detail and organisational skills • Experience in coordinating the publishing and disseminating national reports / high level documents • Ability to work both independently and in a team environment with minimal supervision. • Experience in managing confidential information & time critical reporting. • Meticulous attention to detail – able to check data/information to verify reports and obtain supplementary information 	<p>DESIRABLE SKILLS & EXPERIENCE</p> <ul style="list-style-type: none"> • Experience in research surveys and data management • Experience in report writing • Experience with developing consumer information materials • Familiar with medical terminology • Experience using Wordpress, Sharepoint and Zoho