

## Europass Curriculum Vitae



### Personal information

**First name / Surname** **Sonja Novak-Zezula**  
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**Nationality** Austrian  
**Date of birth** 30.04.1968  
**Gender** Female

### Work experience

**Dates** 1) April 2011 onwards, 2) November 1996 onwards respectively  
**Occupation or position held** 1) Managing Director, 2) Executive Partner  
**Main activities and responsibilities** Management of the Center for Health and Migration, Vienna;  
 Practice oriented research, evaluation, training, and mediation of intercultural teams  
 Main themes: health and migration, vulnerable groups, social determinants of health, equity in health, quality development of health services and public health systems.  
 Reference projects:
 

- Feasibility study in the frame of the action Re-Health "Support Member States under particular migratory pressure in their response to health related challenges" IOM Brussels (2016-2017)
- Capacity Building for Migration Health Training, Research and Policy Analysis in the East African Community and the European Union particularly Austria in cooperation with College of Humanities and Social Sciences, Makerere University, Kampala/Uganda and Department of Nursing Science, University of Vienna/Austria (2016-2017)
- „Thematic study on cost-analysis on health care provision for migrants and ethnic minorities“. IOM International Organization for Migration (2014-2016)
- Diversity-oriented quality improvement in Styrian outpatient departments (2015-2016)
- Evaluation of the project "Puente", Caritas Wr. Neustadt (2015-2017)
- „TOGETHER - To Get Health Care Empowerment by Recognising Care-Receiver Needs" (2014-2016)
- Migrant Integration Policy Index (MIPEX) Health Strand: country study on Austria within the joint initiative of IOM, COST-ADAPT und MPG (2014-2016)
- Evaluation of six NGOs providing health promotion for migrants in Graz, Styria (2014)
- Roma and Health (2013-2015)

Name and address of employer	<ul style="list-style-type: none"> <li>– Management of the doctor-patient-relationship in private hospitals (2012-2014)</li> <li>– Evaluation of the project Frauengesundheitszentrum für Migrantinnen der Caritas Wr. Neustadt (2012-2014)</li> <li>– Vocational training In Prison. Lifelong Learning Programme. Grundvig Learning Partnership (2012-2014)</li> <li>– The Nature and Magnitude of the Costs of Exclusion of Documented and Undocumented Migrants from Health Care. ASEF Public Health Network (2012-2013)</li> <li>– Internal feasibility study of the Center for Health and Migration, Vienna about accessibility of data for economic modelling in Austria and an European context (2011-2012)</li> <li>– Quality management approaches towards holistic medical care processes (2010 -2114)</li> <li>– „NoWhereCare“ Healthcare in NowHereland: Improving Services for Undocumented Migrants in Switzerland (ICMPD, 2008-2010)</li> <li>– Migrant Nurses Study Vienna (2009 ongoing)</li> <li>– National partner for the HRA – Health Research Associates for cross-cultural validation of quality of life related questionnaires</li> </ul>
Type of business or sector	Trummer & Novak-Zezula OG, Engerthstr. 137/9/20; 1020 Vienna, Austria SME
Dates	January 2015 – June 2015 January 2013 – August 2013, October 2011 – April 2012
Occupation or position held	Senior Scientist
Main activities and responsibilities	Research Project “1240 Vienna. Healthcare in Nowhereland” (1240 Wien. Gesundheitsversorgung im Niemandsländ)
	Research Project: „Intercultural Settings and Health of Turkish Families in Vienna“ (Interkulturelle Lebenswelt und Gesundheit von türkischen Familien in Wien)
	Research Project „Health in Urban Space. The Relevance of Socioeconomic Position and Migrant Status on Health“ (“Gesundheit im urbanen Raum: Die Bedeutung von sozioökonomischer Position und Migrationsstatus als Einflussfaktoren auf die Gesundheit der Wiener Bevölkerung)
Name and address of employer	– Institute for Economic Geography and GIScience, Vienna University for Economics and Business, Welthandelsplatz 1, 1020 Vienna
Type of business or sector	University
Dates	2008 – 2011
Occupation or position held	Deputy Head of Center for Health and Migration
Main activities and responsibilities	Coordinator and Senior Scientist in the project „NoWhereCare“ Healthcare in NowHereland: Improving Services for Undocumented Migrants in the EU (DG-Sanco, 2008-2010; Grant Agreement 2006 333) ( <a href="http://www.nowhereland.info">http://www.nowhereland.info</a> ) Development of scientific concepts, evaluation of models of contextualised good practice
Name and address of employer	Center for Health and Migration, Danube University Krems, Office Vienna, Schikanedergasse 12, 1040 Vienna, Austria
Type of business or sector	University for continuing education

Dates	1997 - 2008
Occupation or position held	Senior Scientist and member of the steering committee
Main activities and responsibilities	<p>Scientific concept development, implementation, counselling and evaluation of projects and change management processes as well as project management in the fields of</p> <ul style="list-style-type: none"> <li>– Migration and health</li> <li>– Quality in health care, esp. organisational development</li> <li>– Patient orientation, empowerment and health literacy</li> <li>– Measuring health of staff</li> <li>– Interprofessional cooperation and management of interfaces</li> <li>– Health promotion in and through health care organisations</li> <li>– Transdisciplinary research</li> <li>– Evaluation research</li> </ul> <p>Selected projects:</p> <ul style="list-style-type: none"> <li>– Diversity Management – Evaluation of projects in Viennese Hospitals (2007); evaluation research</li> <li>– Healthy Hospital Workers – Development of a Health Monitoring System for Hospitals (2005-2007) (<a href="http://www.trafo-research.at">http://www.trafo-research.at</a>); research and coordination of research</li> <li>– Subproject “Improving interpreting in clinical communication” in the European „Migrant Friendly Hospital“ project (<a href="http://www.mfh-eu.net">www.mfh-eu.net</a>) (2002-2005); scientific coordination and evaluation</li> <li>– Austrian Network of Health Promoting Hospitals and Health Care Organisations; coordination and counselling</li> </ul>
Name and address of employer	Ludwig Boltzmann Institute for the Sociology of Health and Medicine, Rooseveltplatz 2, 1090 Vienna, Austria
Type of business or sector	Research organisation
Dates	1993 - 1996
Occupation or position held	Junior Researcher
Main activities and responsibilities	<ul style="list-style-type: none"> <li>– Research and teaching in the fields of Sociological theory and Sociology of developing and transformation countries</li> <li>– Organisation of congresses, workshops, lectures, excursions</li> </ul>
Name and address of employer	Department for Sociology and Social Anthropology of the Friedrich-Alexander University Erlangen-Nürnberg, Findelgasse 7, 90402 Nürnberg, Germany
Type of business or sector	University
Dates	1992 - 1993
Occupation or position held	Junior Researcher
Main activities and responsibilities	<ul style="list-style-type: none"> <li>– Research in the field of university evaluation</li> <li>– Project management</li> </ul>
Name and address of employer	Institute for Applied Sociology; Lerchenfelderstr. 36, 1080 Vienna, Austria
Type of business or sector	Research organisation

## Education and training

Dates	2006 - 2007
Title of qualification awarded	Mediator, listed at the Austrian Ministry for Justice
Principal subjects/occupational skills covered	Mediation and Conflict Management
Name and type of organisation providing education and training	ARGE Bildungsmanagement Wien
Dates	1996 - 1997
Title of qualification awarded	PhD in Philosophy
Principal subjects/occupational skills covered	Empirical study on communication between team members on a hospital ward
Name and type of organisation providing education and training	University of Vienna, Austria
Level in national or international classification	ISCED 6
Dates	1986 - 1991
Title of qualification awarded	Master of Socioeconomic Sciences
Principal subjects/occupational skills covered	Sociology and Communicational Sciences
Name and type of organisation providing education and training	University of Vienna, Austria
Level in national or international classification	ISCED 5A

## Personal skills and competences

Mother tongue **German**

Other languages

Self-assessment

*European level (\*)*

**English**

Understanding				Speaking				Writing	
Listening		Reading		Spoken interaction		Spoken production			
C2	Proficient user	C2	Proficient user	C1	Proficient user	C1	Proficient user	C1	Proficient user

(\*) [Common European Framework of Reference for Languages](#)

Social skills and competences

Good communication skills, gained through my work with teams, practice and research partners, students  
 Good ability to adapt to multicultural environments, gained through my work with partners with diverse organisational, ethnic, cultural background and through a cultural diverse circle of friends  
 Team spirit  
 Good conflict management and mediation skills; gained in training and everyday professional and private life

Organisational skills and competences	Good experience in project management, budget planning and controlling acquired through work, seminars and family management
Computer skills and competences	Microsoft Office NVivo SPSS
Driving licence	Driving licence B
<b>Additional information</b>	<ul style="list-style-type: none"> <li>– Member of the COST Action COST Action CA16111 “International Ethnic and Immigrant Minorities' Survey Data Network”, (2016-2020)</li> <li>– Member of the COST-Action CA15218: Measuring Homelessness in Europe (2016-2020)</li> <li>– Member of the COST Action IS1402 Ageism- a multi-national Interdisciplinary perspective, Member of the Management Committee (2014-2018)</li> <li>– Member of the COST- Action IS1103: Adapting European health systems to diversity (ADAPT)</li> <li>– Member of the COST- Action IS0603: Health and Social Care for Migrants and Ethnic Minorities in Europe (HOME) <a href="http://www.cost.esf.org/domains_actions/isch/Actions/HOME">http://www.cost.esf.org/domains_actions/isch/Actions/HOME</a></li> <li>– Partner in the information network on good practice in health care for migrants &amp; minorities in Europe <a href="http://www.mighealth.net/at/index.php/Hauptseite">http://www.mighealth.net/at/index.php/Hauptseite</a></li> <li>– Member of the working group “Umgang mit nicht-deutschsprachigen PatientInnen“ of the Austrian Patient Safety Plattform</li> <li>– COST Research grant for a Short Term Scientific Mission on Roma Health in Southern Italy from July 10-16, m2016. Host organisation: ARACNE, Associazione di promozione sociale, Naples/Italy</li> <li>– Reviewer for the European Journal of Public Health</li> <li>– Development and conduct of training-workshops e.g. on evaluation of health promotion and organisational development projects, diversity management and cultural competence, management of paradox</li> <li>– Lecturer at diverse Universities, Universities for Applied Sciences and Academies</li> </ul>
<b>Selected Publications</b>	available as downloads at <a href="http://www.c-hm.com">www.c-hm.com</a>