

Europass Curriculum Vitae



Personal information

First name / Surname **Sonja Novak-Zezula**
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E-mail sonja.novak-zezula@univie.ac.at, sonja.novak-zezula@c-hm.com; sonja.novak-zezula@invivo.at
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:

- Uninsured Chinese patients in Vienna (2018-2019)
- Ageing immigrants in Austria (2017-2019)
- Preparation and Implementation of a Training of Trainer Workshop in the framework of the project "Provision of training for first-line health professionals and law enforcement officers working at local level with migrants and refugees and training of trainers" (2018)
- Transdisciplinary solutions to cross sectoral disadvantage in youth; COST Action CA17114 (2018-2022)
- European network for argumentation and public policy analysis; COST Action CA17132 (2018-2022)
- International Ethnic and Immigrant Minorities' Survey Data Network; COST-Action CA16111 (2016-2020)
and Sub-network on Health related survey data (2018-2020)
- Measuring Homelessness in Europe; COST-Action CA15218 (2016-2020)
- Intergenerational Family Solidarity across Europe; COST-Action IS1311 (2014-2018)

Name and address of employer	<ul style="list-style-type: none"> – Ageism – a multi-national, interdisciplinary perspective; COST-Action IS1402 (2014-2018) – Successful migration. The migrants' perspective (2017-2019) – Migrant family and health: Wellbeing of migrants and their families in sending and receiving countries (2017-2018) – Evaluation of the project „Jugend und Amber“. AmberMed / Phamig 2017-2018 – 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) – Management of the doctor-patient-relationship in private hospitals (2012-2014) – Evaluation of the project Frauengesundheitszentrum für Migrantinnen der Caritas Wr. Neustadt (2012-2014) – Vocational training In Prison. Lifelong Learning Programme. Grundvig Learning Partnership (2012-2014) – The Nature and Magnitude of the Costs of Exclusion of Documented and Undocumented Migrants from Health Care. ASEF Public Health Network (2012-2013) – 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) – Quality management approaches towards holistic medical care processes (2010 -2114) – „NoWhereCare“ Healthcare in NowHereland: Improving Services for Undocumented Migrants in Switzerland (ICMPD, 2008-2010) – Migrant Nurses Study Vienna (2009 ongoing) – National partner for the HRA – Health Research Associates for cross-cultural validation of quality of life related questionnaires
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	<p>Research Project “1240 Vienna. Healthcare in Nowhereland” (1240 Wien. Gesundheitsversorgung im Niemandland)</p> <p>Research Project: „Intercultural Settings and Health of Turkish Families in Vienna“ (Interkulturelle Lebenswelt und Gesundheit von türkischen Familien in Wien)</p> <p>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)</p>
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) (<http://www.nowhereland.info>)
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 Scientific concept development, implementation, counselling and evaluation of projects and change management processes as well as project management in the fields of

- Migration and health
- Quality in health care, esp. organisational development
- Patient orientation, empowerment and health literacy
- Measuring health of staff
- Interprofessional cooperation and management of interfaces
- Health promotion in and through health care organisations
- Transdisciplinary research
- Evaluation research

Selected projects:

- Diversity Management – Evaluation of projects in Viennese Hospitals (2007); evaluation research
- Healthy Hospital Workers – Development of a Health Monitoring System for Hospitals (2005-2007) (<http://www.trafo-research.at>); research and coordination of research
- Subproject “Improving interpreting in clinical communication” in the European „Migrant Friendly Hospital“ project (www.mfh-eu.net) (2002-2005); scientific coordination and evaluation
- Austrian Network of Health Promoting Hospitals and Health Care Organisations; coordination and counselling

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

- Research and teaching in the fields of Sociological theory and Sociology of developing and transformation countries
- Organisation of congresses, workshops, lectures, excursions

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

- Research in the field of university evaluation
- Project management

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
Additional information	<ul style="list-style-type: none"> - Member of the EUPHA working group "Economic Arguments in Migrant and Minority Health Policy Making" - Member of the European Network to Reduce Vulnerabilities in Health - National Delegate to the COST Actions <ul style="list-style-type: none"> - CA18119 "Who cares in Europe?" (2019-2023) - CA17114 "Transdisciplinary solutions to cross sectoral disadvantage in youth" (2018-2022) - CA17132, "European network for argumentation and public policy analysis" (2018-2022) - CA16111 "International Ethnic and Immigrant Minorities' Survey Data Network", Member of the Management Committee (2016-2020) - CA15218: Measuring Homelessness in Europe (2016-2020) - IS1311 Intergenerational Family Solidarity across Europe INTERFASOL, Member of the Management Committee (2014-2018) - IS1402 Ageism- a multi-national Interdisciplinary perspective, Member of the Management Committee (2014-2018) - Action IS1103 Adapting European health systems to diversity (ADAPT) (http://www.cost.eu/domains_actions/isch/Actions/IS1103), Member of the Management Committee (2011-2015) - Action IS0603: Health and Social Care for Migrants and Ethnic Minorities in Europe (HOME), Member of the Management Committee (2007-2011) - Partner in the information network on good practice in health care for migrants & minorities in Europe http://www.mighealth.net/at/index.php/Hauptseite - Member of the working group "Umgang mit nicht-deutschsprachigen PatientInnen" of the Austrian Patient Safety Platform - 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 - Reviewer for the European Journal of Public Health - 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 - Lecturer at diverse Universities, Universities for Applied Sciences and Academies
Selected Publications	available as downloads at www.c-hm.com
Development and Conduct of Training workshops:	<ul style="list-style-type: none"> - Evaluation (Health Promotion) - Diversity Management - Intercultural Competence - Management of Paradox