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| **Position Title** | Consumer Partner |
| **Position Number** | N6175 |
| **Department** | Development and Improvement |
| **Classification** | HS2 |
| **Agreement**  |  Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025  |
| **Reports to:** | Manager Development and Improvement |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

The Consumer Partner assists EGHS to engage its consumers in meaningful ways.

**Department / Unit Specific Overview**

The Development and Improvement Department supports East Grampians Health Service by delivering, implementing and monitoring systems and processes that provide the framework for good clinical governance reflecting Government and community expectations.

**Our Values**

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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Integrity.jpg** | **Integrity** | We value integrity, honesty and respect in all relationships |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Excellence.jpg** | **Excellence** | We value excellence as the appropriate standard for all services and practices |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Community.jpg** | **Community** | We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Working_Together.jpg** | **Working Together** | We value equally all people who make a contribution to EGHS to achieve shared goals |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Learning_Culture.jpg** | **Learning Culture** | We strive to continually lead and develop through education, training, mentoring and by teaching others. |

**Organisational Context**

East Grampians Health Service (EGHS) is a rural health service located in Ararat and Willaura in Western Victoria. EGHS is an integral part of a thriving community and is committed to providing quality health and wellbeing services to people of all backgrounds.

Serving a diverse community, EGHS delivers an extensive range of acute, residential, home and community based services. We strive to continually improve our services to best meet the needs of our patients, consumers and the community.

**Our Vision**

East Grampians Health Service will improve the health, wellbeing and the quality of life for our community.

**Our Purpose**

To meet people’s health needs through leadership, strong partnerships and wise use of resources.

**Strategic Actions**

See [Strategic Plan 2023 – 2027](https://intranet.eghs.net.au/Files/Publications/EGHS%206pp%20DL%20Strategic%20Plan%20%282023-27%29.pdf).

**Organisational Responsibilities**

* Be aware of and work in accordance with EGHS policies and procedures, including:

[Victorian Public Sector - Code of Conduct](https://vpsc.vic.gov.au/wp-content/uploads/2015/03/VPSC_Code_VPSE_WEB.pdf)

[Confidentiality, Security and Management of Information - SOPP 24.02](https://app.prompt.org.au/download/212511?code=5d442723-b08d-4b82-89fd-8af3921b55d0)

[Hand Hygiene - SOPP 70.18](https://app.prompt.org.au/download/212553?code=a486529d-4f8b-4c5d-87e9-0677d33410ac)

[Occupational Health and Safety - SOPP 72.09](https://app.prompt.org.au/download/212266?code=30bd9101-9aed-4e89-b831-6fa3f5259387)

[Person Centred Care - SOPP 60.20](https://app.prompt.org.au/download/212400?code=b1b12d5e-e692-4050-97d2-43a017eae1ae)

[Safety - SOPP 72.13](https://app.prompt.org.au/download/212267?code=c44edf2f-251e-4e14-b4ca-768f1953d544)

[Performance Development - SOPP 35.27](https://app.prompt.org.au/download/212614?code=fb4b7ac9-47f4-4a51-9f1d-532615eed103)

[Risk Management - SOPP 74.01](https://app.prompt.org.au/download/212447?code=f566d6fd-4a43-41b3-9411-3994e7bb929e)

[Child Safe – SOPP 57.24](https://app.prompt.org.au/download/212379?code=371643ca-b971-4108-ad32-9be038f25930)

* Be respectful of the needs of patients, consumers, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
* Be aware of the National Safety and Quality Health Service Standards and all other standards as it relates to your area of work and associated accreditation.
* Undertake other duties as directed that meet relevant standards and recognised practice.
* Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for East Grampians Health Service to undertake a national Police check. Also provide a National Disability Insurance Scheme (NDIS) worker check or the necessary details (if required).
* Identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients, consumers and visitors
* Contribute to a positive and supportive learning culture and environment for health professional students and learners at all levels.
* Participate in all mandatory education and orientation sessions as outlined by EGHS.

East Grampians Health Service is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination.

EGHS reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.

**Responsibilities and Major Activities**

The main responsibilities or activities of the position are to:

* Identify opportunities for consumer engagement.
* Assist with the recruitment of new consumers (from diverse backgrounds where possible) and support them to contribute the consumer view.
* Develop and review consumer information materials.
* Complete tasks from the EGHS Partnering with Consumers Plan.

**Key Performance Indicators**

* Increase in the number of consumers registered with EGHS.
* Assigned tasks from the Partnering with Consumer Plan achieved within agreed timeframes.

Key Selection Criteria

**Essential Criteria:**

**Essential Criteria:**

* strong people skills;
* an ability to review information materials for their readability for ‘everyday’ consumers;
* task completion skills;
* familiarity with Microsoft Outlook (email and calendar).
* computer skills with ability to use Microsoft suite of programs.

**Desirable Criteria:**

* **Highly preferred:** lived experience (patient/client or carer) or knowledge of health care (but without health related qualifications);
* Understanding of health literacy principles.

Must comply to having or completion of:

* National Police Check (renewed every 3 years)
* Working with Children Check (renewed every 5 years)
* Immunisation requirements (annually)
* NDIS Worker Screening Check (renewed every 5 years)

**Acknowledgement**

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| Employee Name |
| Employee Signature | Date |
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| Manager Name |  |
| Manager Signature  | Date |
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| Developed Date (MM,YY)- Jan 23 |  |
| Developed By Name: J Bishop |  |
| Developed by Title: Manager Development and Improvement. |  |