ROLE STATEMENT

Community Advisory Committee Member – Community Representative

Working and Contributing at Northeast Health Wangaratta

At Northeast Health Wangaratta (NHW), we value our **employees and volunteers.** We offer leadership, vision and an environment with a strong sense of teamwork, integrity, accountability, and respect. We are committed to providing all staff and volunteers with continuing education opportunities.

This ensures that our staff are part of a skilled and knowledgeable workforce, delivering exceptional high-quality safe patient care and our volunteers feel valued and confident in their specific roles. When you choose to work or volunteer at NHW, you are committing to aligning everything you do with our values – **Fairness, Excellence, Respect, Kindness, Integrity** and **Courage**.

Role Details:	
Role Title:	Community Advisory Committee Member – Community Representative
Role Classification:	Volunteer
Who does this role report to:	Chair of Community Advisory Committee
Does this position manage or supervise others:	☐ Yes ☒ No
Role statement	The role of the NHW Community Advisory Committee is to: • represent and advocate for the community • engage with the community to understand their needs, including the consumers and carers who use the health service • advise the Board and the health service on consumer, carer and community views on health service development, planning and quality improvement. Committee Members' Responsibilities include: • provide consumer, carer and community perspectives, whether through lived or personal experience. • Use members' strong community networks and/or their good understanding of local issues to inform planning and monitor effectiveness of community engagement activities. • Reflect on and present community issues (rather than focusing on personal concerns or individual issues). • Attend a minimum 75% of meetings annually.
Role Description reviewed:	October 2025

Key Accountabilities:	
1.	Attendance at Community Advisory Committees (minimum 75% meetings per year)
2.	Understand and adhere to Community Advisory Committee terms of reference, including reading and becoming familiar with meeting agenda and reports prior to meetings
3.	Contribute effectively to the functioning of the Committee
4.	Provide a consumer perspective which is informed by the experiences and opinions of other consumers as well as their own experience and opinions
5.	Provide an important community perspective to priority setting, strategy, discussions and decisions

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6. Comply with NHW's privacy and confidentiality policy and code of conduct	
7. Participate in the evaluation of the consumer engagement framework and priorities at NHW	
Key Relationships:	
Internal	**External**
1. NHW Board of Directors	1. Local community members
2. NHW CEO and Executives	2.
3. Volunteer Program	3.
Key Selection Criteria:	
1. Inquisitive, open-minded, curious, non-judgemental	
2. Willing to provide feedback and share knowledge and opinions openly and honestly	
3. Ability to be consistently respectful and considerate of differing opinions and work constructively with fellow committee members, NHW workforce and community members	
4. Ability to actively consider broader views	
5. Ability to represent the views of the broader community NHW serves	
6. Interest in health service improvement	
In addition to the above, all Volunteers must have or be willing to undertake:	
(NHW will provide links to how to access these requirements)	
1. National Police Check (renewed every 3 years)	
2. Working with Children Check (renewed every 5 years)	
3. Complete all other mandatory checks relevant to this role as advised ie. Statutory Declarations, NDIS Checks	
4. Confidentiality Agreements	
Immunisation:	
It is a condition of appointment that all employees and volunteers comply with our immunisation requirements during engagement. This position is classified as Category 'C'. Seasonal Influenza Vaccination is strongly recommended.	
Diversity:	
We encourage you to bring your 'whole self to the workplace'. NHW is a safe and inclusive workplace. We value the visible and invisible qualities that make you who you are. We expect our workforce to align with our diversity expectations and programs. Working at NHW means you are in alignment with our vision, you will show respect, understanding and kindness to others, regardless of ethnicity, sexuality, identity or any other personal attribute. We particularly acknowledge the traditional custodians of our land and pay our respects to elders past, present and emerging.	
Mandatory Training:	
It is a condition of appointment that all members of NHW workforce and volunteers complete orientation and required training as related to the role.	
Performance & Accountability:	
There is an expectation that Volunteers will assume responsibility for completion of any learning requirements advised by the organisation.	

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Quality and Risk Management:

In order to help ensure safety and quality of care for all patients, employees and volunteers, individuals will:

- Understand individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines at NHW
- Comply with requirements of the National Safety and Quality Health Service Standards, Aged Care Quality Standards and other relevant standards, regulations and legislative requirements
- Contribute to organisational quality and safety initiatives and participate in the development and review of policies and procedures as appropriate
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Maintain a safe working environment at all times
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and our workforce
- Volunteers are required to abide by the NHW Volunteer Agreement and Consent.

Occupational Health & Safety and Wellbeing:

The safety, health and wellbeing of staff and volunteers is a priority for NHW. We recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals. Staff and volunteers will commit to:

- Complying with instructions given for my own safety and health and that of others, in adhering to safe work procedures
- Taking reasonable care to ensure my own safety and health and that of others
- Reporting through the incident management system any near misses or incidents as they occur
- Not placing others at risk by any act or omission
- Not wilfully or recklessly interfere with safety equipment
- Contributing to an inclusive and health promoting environment
- Promoting our values and vision

Policies & Procedures:

All staff and volunteers are expected to comply with NHW's policies, procedures and reasonable instructions at all times

Confidentiality:

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or workforce of NHW. Staff and volunteers must understand and accept that in accessing this personal information they hold a position of trust. Failure to comply with the confidentiality agreement signed on commencement of engagement may result in disciplinary action and may include termination of engagement.

Declaration:

As the incumbent of this role, I acknowledge that I have read this Role Statement, understand its contents and agree to the contents therein. I understand that other duties may be directed from time to time.

Name:	
Signature:	
Date:	

ROLE STATEMENT – Job Demands Checklist

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The purpose of this section is to describe the physical and psychological risk factors associated with the role. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the role.	
Role:	Community Advisory Committee Member – Community Representative
Department / Unit:	Executive
Workplace Location:	Northeast Health Wangaratta

Frequency Definitions:			
I	Infrequent - intermittent activity exists for a short time on a very infrequent basis	**C**	Constant - activity exists for more than 2/3 or the time when performing the job
O	Occasional - activity exists up to 1/3 of the time when performing the job	**R**	Repetitive - activity involved repetitive movements
F	Frequent - activity exists between 1/3 and 2/3 of the time when performing the job	**N**	Not Applicable - activity is not required to perform the job

Demands	Description	Frequency					
		I	O	F	C	R	N
Physical Demands:							
Sitting	Remaining in a seated position to perform tasks			x			
Standing	Remaining standing without moving about to perform tasks		x				
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes	x					
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes	x					
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks	x					
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks	x					
Kneeling	Remaining in a kneeling posture to perform tasks	x					
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks	x					
Leg / Foot Movement	Use of leg and / or foot to operate machinery	x					
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps	x					
Lifting / Carrying	Light lifting and carrying (0 - 9 kg)	x					
	Moderate lifting and carrying (10 – 15 kg)	x					
	Heavy lifting and carrying (16 kg and above)	x					
Reaching	Arms fully extended forward or raised above shoulder	x					
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body	x					
Head / Neck Postures	Holding head in a position other than neutral (facing forward)	x					
Hand & Arm Movements	Repetitive movements of hands and arms	x					
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands	x					
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work	x					

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Driving	Operating any motor powered vehicle	x					
Sensory Demands:							
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc			x			
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries		x				
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals						x
Taste	Use of taste is an integral part of work performance, eg: Food preparation						x
Touch	Use of touch is an integral part of work performance		x				
Psychosocial Demands:							
Distressed People	Eg: Emergency or grief situations.	x					
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.	x					
Unpredictable People	Eg: Dementia, mental illness, head injuries.	x					
Environmental Demands:							
Dust	Exposure to atmospheric dust.	x					
Gases	Working with explosive or flammable gases requiring precautionary measures.						x
Fumes	Exposure to noxious or toxic fumes.						x
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.						x
Hazardous Substances	Eg: Dry chemicals, glues.						x
Noise	Environmental / background noise necessitates people raise their voice to be heard.	x					
Inadequate Lighting	Risk of trips, falls or eyestrain.	x					
Sunlight	Risk or sunburn exists from spending more than 10 minutes per day in sunlight.	x					
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.	x					
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.	x					
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.						x
The area below is for any special comments or notes on significant physical or other demands required to perform this job:							
Nil							