

POSITION DESCRIPTION

Consumer Representative



Working and Contributing at Northeast Health Wangaratta

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

This ensures that our people are part of a skilled and knowledgeable workforce, delivering exceptional high quality safe patient care. When you choose to work at NHW, you are committing to aligning everything you do with our values – **Fairness, Excellence, Respect, Kindness, Integrity and Courage**.

Position Details:

Position Title:	Consumer Representative - Consumer Advisory Committee
Position Classification:	Volunteer
Who does this position report to:	Manager Consumer Experience
Does this position manage or supervise others:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Primary purpose of the role of a consumer member:	<ul style="list-style-type: none"> • Contribute specialist knowledge and expertise by providing consumer, carer and community perspectives, whether through lived , personal or professional experience • Use your strong community networks and/or your good understanding of local issues to inform planning • Reflecting on and presenting community issues (rather than focusing on personal concerns or individual issues.
Position Description reviewed:	August 2021

Key Accountabilities:

1.	Contribute to the effective functioning of the <i>Committee</i> through active participation in meetings
2.	Contribute specialist knowledge by providing the consumer perspective
3.	To be conscious of issues of diversity and representation and actively consider broader views
4.	Bring a local community perspective to the engagement activity
5.	To undertake all background reading, attend training or seminars and participate in other development activities to support full and active participation in this role
6.	Abide by NHW's privacy and confidentiality policy
7.	Be able to physically or virtually attend monthly meetings
8.	Actively participate in meetings or any additional activities arising from the work of the committee
9.	Participate in the evaluation of consumer engagement – formal and informal (interviews, submission of perspectives on experience, as well as routinely providing feedback on the experience of engagement)

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10. Assist with other tasks/projects as reasonably required

Key Relationships:

Internal	External
1. Members of Consumer Advisory Committee	1. DoH when required
2. Volunteers	2. Key staff members depending on the activity
3. Board Members	3.
4. Volunteer Services Team	4.

Key Selection Criteria:

1. Inquisitive, open-minded, curious, non-judgemental
2. Willing to provide feedback, share knowledge openly and honestly
3. Be able to listen to differing opinions and work constructively with fellow committee members, Volunteers and management
4. To be conscious of issues of diversity and representation and actively consider broader views
5. Evidence of connection and involvement in local community issues and activities

In addition to the above, all Volunteers must have a current :

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

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Immunisation:

It is a condition of appointment that all employees comply with our immunisation requirements during employment. This position is classified as Category Volunteer.

Diversity:

We encourage you to bring your 'whole self to work'. 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 on board with our journey, you will show respect, understanding and kindness to other regardless of ethnicity, sexuality, identity or any other protected 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 consumer representatives complete orientation and required training as related to the role.

Performance & Accountability:

A review of performance shall be undertaken within six months following commencement and annually thereafter. There is an expectation that Volunteers will assume responsibility for completion of any learning requirements advised by the organisation.

Quality and Risk Management:

In order to help ensure continued employee, patient safety and quality of care:

- Understanding 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 employees is a priority for NHW and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals. I commit to:

- Comply with instructions given for my own safety and health and that of others, in adhering to safe work procedures
- Take reasonable care to ensure my own safety and health and that of others, and to abide by their duty of care provided for in the legislation
- Reporting through the incident management system any near misses or incidents as they occur
- Not place others at risk by any act or omission
- Not wilfully or recklessly interfere with safety equipment
- Partaking in the promotion of the health and wellbeing of employees
- Contributing to an inclusive and health promoting environment
- Promoting our values and vision

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An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making.

Policies & Procedures:

Whilst the policies and procedures do not form part of your volunteer agreement, it is expected that you will comply with NHW's policies, procedures and reasonable instructions at all times during the course of your engagement.

Confidentiality:

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or workforce of NHW. Volunteers must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities Volunteers must agree to preserve the confidential nature of this information. Failure to comply with this agreement may result in disciplinary action and may include termination of employment of engagement.

Declaration:

As the incumbent of this position, I acknowledge that I have read this Position Description, understand its contents and agree to volunteer in accordance with the contents therein. I understand that other duties may be directed from time to time.

I understand and accept that I must comply with the policies and procedures applicable to NHW. I also agree to strictly observe the Volunteer Agreement and Consent and policy on confidentiality of commercial and patient information or such sensitive information that I may come across in the course of my engagement.

Name:

Signature:

Date:

POSITION DESCRIPTION – Jobs Demands Checklist

[Position Title]



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 position.

Position:	Consumer Representative – Community Advisory Committee
Department / Unit:	Performance Improvement Unit
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								