



Swan Hill
District Health

Connected Care. Best Experience.



Inclusive

Compassionate

Progressive

Accountable

Consumer Consultant **64hrs/0.8EFT per fortnight**

Introduction to the role:

Swan Hill District Health are seeking a dynamic, highly motivated, suitably qualified and experienced health care professional to drive innovation and improvement across consumer support

The core objectives of Quality, Experience & Safety Department at SHDH are:

- Safe, appropriate care
- High value care & services
- High quality care & services
- High satisfaction
- Consumer engagement.

What you'll be doing

The Consumer Consultant will enable clients of the service to provide greater input to service co-design through planning, development, evaluation, training and delivery. Responsible for providing consumers with the opportunity for participation in the service, the Consumer Consultant will support, guide and inform consumers of services within the organisation and promote involvement and participation opportunities. The role will also be responsible for complainants, compliments and other feedback of people receiving care to identify concerns and develop options to achieve resolution

About You:

Essential

- Excellent communication (verbal & written), organization and time management skills.
- Ability to work independently
- Ability to relate to a wide range of persons and groups.
- Computer skills
- Current Victorian Driver's license
- Current National Police Check & Working with Children's Check
- Complete COVID Vaccinations & 2022 Flu Vaccination, Serology evidence of immunisation status

Desirable

- Experience in staff supervision and administrative duties.
- Demonstrated experience in leading teams and providing direction
- Experience in (Volunteer) recruitment and management.
- Understanding of accreditation processes

About us: Swan Hill District Health is a 143 bed (including Aged Care), fully integrated rural public health facility servicing a greater community of around 35,000 people. Our vision at, Swan Hill District Health, is to provide clear, connected care, best experience for our community

SHDH is a compassionate, family friendly employer where every employee is a valued team member. Inclusive of a perfect work/life balance, SHDH also provides:

- ◆A dynamic workplace
- ◆Free onsite car parking
- ◆Salary Sacrifice/Packaging
- ◆Discounted Corporate gym memberships
- ◆Professional Development opportunities
- ◆Employee Assistance Program

To apply for this position, email the completed Application for Employment form, Cover letter, CV and response to the key selection criteria to employment@shdh.org.au.

You will find the full position description containing the key selection criteria & application for employment form in the attached documents. Swan Hill District Health reserves the right to commence interview immediately upon receipt of applications.

Enquiries about this role should be directed to Director Quality, Experience and Safety Manager – Jonathan Sparrow via email JSparrow@shdh.org.au **or** Executive Director of Clinical Care - Chloe Keogh via email ckeogh@shdh.org.au

Closing: Monday 6th February

Swan Hill District Health is an equal opportunity employer committed to diversity and inclusion. We welcome applications from Aboriginal and Torres Strait Islander people, people with diverse cultural and linguistic backgrounds and people with disability.

Position:	Consumer Consultant (.8 EFT)
Classification:	Hospital Administrative Officers HS2 - HS3 depending on skills and experience
Department:	Quality, Experience & Safety
Reports to:	Director of Quality, Experience & Safety
Our Purpose	Connected Care / Best Experience – Swan Hill District Health (SHDH) commits to meet the growing health care needs of our community through our new vision to provide better connected care and to achieve the best care experience.
Position Summary:	The Consumer Consultant will enable clients of the service to provide greater input to service co-design through planning, development, evaluation, training and delivery. Responsible for providing consumers with the opportunity for participation in the service, the Consumer Consultant will support, guide and inform consumers of services within the organisation and promote involvement and participation opportunities.
Responsibilities:	<ul style="list-style-type: none"> • To assist and use the organisation wide quality improvement system to: <ul style="list-style-type: none"> - Monitor effectiveness of partnerships with consumers - Improve systems and performance for partnering with consumers. - Report on effectiveness and outcomes. • Liaise with Consumer Advisory Group Membership. • Liaise with existing Support Groups in the community. • Source funding opportunities applicable to the role of this position; Volunteers, community engagement and fund raising. • Establish and maintain links to community service organisations as a source of funding and engagement. • Develop and encourage links to the community towards identifying and encouraging beneficiary options and donations to SHDH. • The role will support the QES Dept to drive patient experience through patient stories, consultation and the implementation of the experience & consumer engagement program. • Co-ordinates the development of Patient Stories across SHDH. • Facilitates and supports consumer participation, including maintenance of a consumer register, development of documents to outline recruitment, orientation and training of consumers and evaluation of consumer’s experience as participants at SHDH. • Facilitates and supports the development of consumer publications, including maintenance of a consumer publication register. • Supports Managers and departments to develop action plans to address areas requiring improvement in patient experience and consumer participation. • Working with complainants, compliments and other feedback of people receiving care to identify concerns and develop options to achieve resolution. • Managing calls in a telephone intake setting, which can include handling difficult conversations; • Identifying, escalating and managing risks. • Using a range of complaint resolution techniques including early resolution, service provider resolution, conciliation and investigation. • Preparing detailed reports, correspondence and recommendations. • Contributing to the priorities of a team and effectively managing individual caseloads. • Any requirements identified by Director of Quality, Safety & Experience.

Key Selection Criteria	<p><u>Essential</u></p> <ul style="list-style-type: none"> • A minimum of 2 year’s previous experience in a similar role and/or relevant tertiary qualification. • Excellent communication (verbal & written), organisation and time management skills. • Ability to work independently. • Ability to relate to a wide range of persons and groups. • Well-developed computer skills, particularly MS Suite. • Current Victorian Driver’s license. • National Police Check. • Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers), through either documentation or copy of serology report. It is required that there is immunisation for all vaccine preventable illnesses. <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Experience in staff supervision and administrative duties. • Demonstrated experience in leading teams and providing direction. • Experience in (Volunteer) recruitment and management. • Understanding of accreditation processes.
Salary/Award:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Health) (Single Interest Employer) Enterprise Agreement 2021-2025.
Continuous Quality Improvement:	<ul style="list-style-type: none"> • Each staff member is expected to demonstrate a commitment to best practice. • All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care. • All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards. • It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies & Protocols.
Person Centered Care:	<p>The Health Service supports in its values the philosophy of Person Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care.</p> <p>Recognise diversity is part of every person & as such providers of health care must be actively involved in developing models of care that are person centered.</p>
Child Safety:	<p>All children have the right to feel and be safe. Keeping children safe is everyone’s responsibility. SHDH is committed to providing a child safe environment where children are safe and feel safe, and where their voices are heard about the decisions that affect them.</p> <p>SHDH have zero tolerance to child abuse.</p> <p>Each employee has a responsibility to adhere to this requirement. Any breach of this standard will result in disciplinary action.</p>
Privacy and Confidentiality:	<p>SHDH are committed to protecting patient and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection.</p> <p>Each employee has a responsibility to adhere to SHDH’s Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.</p>

Mandatory Training:	All employees must be aware of and complete designated mandatory training within the required time frame.
Safety:	<p>RESPONSIBILITIES: It is the responsibility of every staff member to:</p> <ul style="list-style-type: none"> • Take reasonable care for their safety and the safety of others while at work. • Report accidents, incidents and potential hazards as soon as reasonably practicable to their supervisor and record on VHIMS reporting system. • Advise their supervisor if they have an injury or illness that may affect their ability to perform the inherent requirements of their position. • Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual. • Complete all Mandatory training requirements as identified and directed. • Comply with the Occupational Health and Safety Act and all SHDH O.H. & S. online Policies and Procedures.
Asset Management:	Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.
Review:	Completion of My Work Plan on a yearly basis.
Previous Revision dates:	
Current:	Dec 2022
Managers Name:	Jonathan Sparrow
Managers Signature:	
Employees Name:	
Employees Signature:	



The Application for Employment form is required to be submitted with the following documents:

- Covering letter in support of application
- Response to Key Selection Criteria
- Applicants Curriculum Vitae

Position Applying for

General Information

Name

Address

Contact

Home phone

Mobile

Email

Are you of Aboriginal/Torres Strait Islander Origin? No Aboriginal Torres Strait Islander
(This question is voluntary)

Do you wish to be identified under this category? Yes No

Are you an Australian Citizen or Permanent Resident: Yes No Date of Grant/...../.....

If no, what is your current Visa Status – Visa type _____ Expiry date/...../.....

Place/Country of issue: _____ Issue Number: _____

Do you require sponsorship? Yes No

Conditions of Employment

Employment conditions are governed by the relevant Public Sector Health Industry Awards and EBAs relevant to the position applied for:

Initial employment is subject to:

- 6 months' probationary period (*with a review at 3 months.*)
- Requirement to work any shift
- Requirement to work in any department as required

Hours of Work – _____ (Availability)

Discipline/Misconduct

Have you experienced discipline or misconduct action at any previous employment? Yes No

If **Yes**, please provide details:

Police and Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment.

If you have a current Police Check and/or Working with Children Check, please show the check identifying numbers and the date of issue: _____

Upon engagement, you will be required to provide the necessary information to complete a Check. Please note that it is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

Pre-existing Health and Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

Disclosure advice: - (to be completed by the applicant)

I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

Signature of applicant: _____ **Date:**/...../.....

NOTE: If providing this form electronically, you accept that the information is true and correct by the action of submitting the form. You will be requested to sign the printed version at your interview if you are selected.

Enquiries:

Email address: employment@shdh.org.au

Phone: 03 50339315

Postal Address: PO Box 483 SWAN HILL VIC 3585