

# Consumer Representative Position Description

## Swan Hill District Health Values

<b>INCLUSIVE:</b>	We provide an experience that welcomes and values everyone.
<b>COMPASSIONATE:</b>	We respond to our people with understanding, empathy and kindness.
<b>PROGRESSIVE:</b>	We continue to strive for the best experience outcomes
<b>ACCOUNTABLE:</b>	We personally commit to taking responsibility for all our decisions and actions.

Consumers support us by providing patient, carer, professional and community perspectives in co-decision-making, co-service planning and continuous co-improvement.

### Position Details:

Position Title:	Consumer Representatives
Position Classification:	Volunteer
Who this position reports to:	Chair of the respective Committee
Does this position manage or supervise others:	No
Primary purpose of the role of a consumer representative:	<ul style="list-style-type: none"> <li>• Contribute specialist knowledge and expertise by providing consumer, carer and community perspectives, whether through lived, personal or professional experience</li> <li>• Use your strong community networks and/or your good understanding of local issues to inform planning</li> <li>• Reflecting on and presenting community issues (rather than focusing on personal concerns or individual issues).</li> </ul>
Position Description reviewed:	August 2024, annually thereafter
Position Tenure	Consumer representatives will be initially appointed to a committee for 12 months with the option to continue for a maximum period of 3 years. Consideration may be given through consultation for a Consumer Representative to be re-assigned to an alternate Committee should the opportunity arise.

### Key Accountabilities:

1. Contribute to the effective functioning of the committee, through active participation in meetings
2. Contribute specialist knowledge by providing the consumer and/or professional perspective
3. To be conscious of issues of diversity and representation, and actively consider broader views
4. Bring a local community and/or appropriate professional 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 SHDH's privacy and confidentiality policy
7. Be able to physically or virtually attend scheduled meetings as per the relevant committee terms of reference
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)
10. Assist with other tasks/projects as reasonably required

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Key Relationships:	
Internal	External
1. Members of Committee	1. Department of Health when required
2. Volunteers	2. Key members depending on the activity
3. Board Members	
4. Consumer Engagement Team	
Types of committees where consumer representatives are sought: <ul style="list-style-type: none"> <li>Community and Cultural Engagement Board Sub-Committee</li> <li>Clinical Governance Board Sub-Committee</li> <li>Operational committees of Swan Hill District Health</li> </ul>	
Key Qualities:	
1. Inquisitive, open-minded, curious, non-judgmental	
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, consumer representatives 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	
6. Appropriate experience (as a consumer or in profession)	
In addition to the above, all Consumer Representatives must have a current :	
1. National Police Check (renewed every 3 years)	
2. Working with Children Check (renewed every 5 years) if required in line with the SHDH Police Check and Working With Children Policy	
3. Reference Checks according to level of engagement (refer Consumer Representative Recruitment Guideline)	
4. Completed other documentation, induction and orientation activities as required (refer Consumer Representative Recruitment Guideline)	
SHDH will provide links on how to access these requirements.	