



**Swan Hill
District Health**
Connected Care. Best Experience.



Inclusive

Compassionate

Progressive

Accountable

Consumer Feedback and Compliance Officer 48hrs/0.6EFT per fortnight

A Part Time position is available for a Consumer Feedback and Compliance Officer to join our enthusiastic team of Health Professionals in the Quality, Experience & Safety department at Swan Hill District Health.

The Position

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.

The Consumer Feedback and Compliance Officer will enable clients of the service to provide safe feedback to the organisation to support improved clinical care. Responsible for providing consumers with the opportunity for engage with the service, the Consumer Feedback and Compliance Officer 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

You Bring

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

Employment Requirements

- Current National Police Check.
- Working with Children's Check.
- Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers)

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

Questions relating to this role can be directed to Jonathan Sparrow, Director Quality, Experience and Safety Manager via email JSparrow@shdh.org.au All enquiries will be held in confidence.

About Swan Hill: Swan Hill is situated in North-West Victoria. Located on the beautiful banks of the Murray River with multiple tourist attractions and community events in the surrounding region.

About Swan Hill District Health: 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. At Swan Hill District Health (SHDH), our vision is to provide connected care, best experience for our community.

SHDH is a compassionate, family friendly employer where every employee is a valued team member. Whilst encouraging and supporting work/life balance, SHDH also provides:

- ®A dynamic workplace
- ®Discounted Corporate gym memberships
- ®Salary Sacrifice/Packaging
- ®Professional Development opportunities
- ®Employee Assistance Program

Attract Connect Stay; our community are excited to see you and your family arrive. Let us help you connect; schools, partner employment, clubs, housing and the things that matter to you when building your new life.

To apply for this position please email your Cover letter responding to the Key Selection Criteria and up-to-date CV, to employment@shdh.org.au.

You will find the position description in the next section of this document.

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. If you require any reasonable adjustments to the recruitment process or the role, please let us know by contacting employment@shdh.org.au

Applications close: 1st June 2026

Swan Hill District Health reserve the right to interview and appoint candidates prior to this date.

Position:	Consumer Feedback and Compliance Officer
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:	<p>The Consumer Consultant will enable clients of the service to provide greater input to service co-design through planning, development, evaluation, training and delivery.</p> <p>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.</p>
Responsibilities:	<ul style="list-style-type: none"> Facilitates and supports the development of consumer publications by facilitating consumer reviews of new and updated SHDH publications Supports Managers and departments to develop action plans to address areas requiring improvement in patient experience and consumer participation. Co-ordinate communications to enable consumer feedback to progress to resolution of complainants, compliments and other feedback from consumers receiving or exposed to SHDH services and facilities. Managing calls in a telephone intake setting, which can include handling difficult conversations; Identifying, escalating and managing risks in accordance with SHDH Policies, Procedures and Protocols Facilitate a range of complaint resolution techniques including early resolution, service provider resolution, conciliation and investigation. Preparing detailed reports, correspondence and recommendations from information sourced within the role Contributing to the priorities of the Quality Experience and Safety team including participation in wider team quality activities. Any requirements identified by Director of Quality, Experience & Safety.
Key Selection Criteria	<p><u>Essential</u></p> <ul style="list-style-type: none"> 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.
First Nations:	Swan Hill District Health would like to acknowledge First Nations communities of Wamba Wamba, Wadi Wadi, Barapa Barapa, Latji Latji and the Tatti Tatti people on whose land, we work and live. We pay respect to all Elders past and present and honour their connection to the land and water.
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:	Dec 2022
Current:	Dec 2025

Managers Name:	Jonathan Sparrow
Managers Signature:	
Employees Name:	
Employees Signature:	