



KOOWEERUP REGIONAL HEALTH SERVICE POSITION DESCRIPTION

Position Title:	Consumer Representative (Volunteer Position)
Award Classification:	
Award/Agreement Name:	
Current Effective Date:	
Implemented:	May 2018
Reports To:	Health Literacy, Diversity and Consumer Partnership, Chairperson

1. ORGANISATIONAL INFORMATION

Kooweerup Regional Health Service is located in the southern section of the Cardinia Shire in Victoria. The Health Service provides a range of services including Acute Medical, Early Parenting, Palliative Care, T.C.P., Respite and Aged Care through its Residential Care. Ambulatory Care Services are provided including: District Nursing, Allied Health, i.e. Occupational Therapy, Physiotherapy, Social Work. A range of Community Education and Health Promotion Activities are also undertaken such as Diabetes Education and L2P Program. There are Consulting Rooms for Visiting Specialists and a G.P. Clinic also on site. KRHS is a member of the International Health Promoting Hospitals and Health Services Network.

Our Vision

- Towards a healthier community.

We Value

- Accountability.
- Integrity.
- Respect and Individual Care.
- Professionalism.

KRHS Position Descriptions

- Consumer Representative (Volunteer Position)

- The development of partnership between ourselves, the community and Government.

Kooweerup Regional Health Service strives to make it easier for people to access our services and understand health information. Staff are regularly informed about health literacy, including the importance of using plain language when speaking or writing to consumers.

Our work at KRHS is based on respectful relations, equality, diversity and inclusion. As an Equal Opportunity Employer KRHS does not discriminate on the basis of race, religion, colour, sex, gender identity, sexual orientation, age, disability, national origin. All employment is decided on the basis of qualifications, merit, and business need.

“As an ambassador of Kooweerup Regional Health Service all staff are discouraged from smoking whilst wearing Hospital uniform and attending to Hospital business”.

2. POSITION SUMMARY

The Health Literacy, Diversity and Consumer Partnership Committee was established to guide these priorities at a leadership and operational level. The Committee guides the Diversity Plan requirements for DHHS and contributes in guiding the requirements to meeting Accreditation requirements in these areas.

The position will:

- Guide and support best strategies to improve communication to reduce disparities across diverse populations.
- Provide input to improve Health Literacy and increase understanding of issues surrounding cultural and diverse needs of consumers/patients.
- Assist with improving patient care and therefore patient-provider-family communication and outcomes of care at both individual and community levels.
- Advocate on behalf of the community to ensure all views are considered and that community voices are heard.
- To provide a consumer perspective and advice to members of the Health Literacy, Diversity and Consumer Partnership Committee members.

3. RESPONSIBILITIES AND PERFORMANCE OBJECTIVES

- Consumer Representative will have the capacity to reflect and provide advice on broader issues presented to the Committee.
- Punctuality, reliability and attendance to meetings six times per year, additional hours of pre-reading required.
- Promote the value of consumers, carer and community participation in the delivery of services at KRHS.
- Participate in relevant organisational planning opportunities.
- Facilitate two-way communications between the consumers, carer and community groups.
- Monthly meetings as required as with Health Literacy, Diversity and Consumer Partnership Committee Chair.

4. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Provide and maintain so far as is practicable a working environment that is safe and without risk to health. Take care of your own health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with O.H. & S. Legislation and KRHS Policies and promote a working environment that is congruent with these Guidelines.

Comply with all State Legislative requirements in respect to the Occupational Health and Safety Act 1985 and the Accident Commission (WorkCover) Act 1992.

Kooweerup Regional Health Service has a commitment to reducing its environment footprint and using resources sustainably. This is identified within Kooweerup Regional Health Service Environmental Management Scheme (EMS) and Policies. As a staff member you are expected to operate within these Guidelines, Policies and Action Plans.

5. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem-solving approach and to be competency based.

KRHS Position Descriptions

- Consumer Representative (Volunteer Position)
-

You are expected to participate in the personal development process on an annual basis and obtain 20 CNE Points in line with your AHPRA Registration.

6. QUALITY

Kooweerup Regional Health Service is accredited by the independent Australian Council on Healthcare Standards (ACHS), Aged Care Standards and Community Care Common Standards in recognition of the achievement of acknowledged standards, and the commitment to continuous improvement in the provision of healthcare standards. Staff are required to actively participate in Quality Improvement Activities within their Department, which meet the requirements of the relevant Accreditation under which the Department functions.

7. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2000.

8. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity Policies and Procedure of the Health Service. Disciplinary practices, including sexual harassment are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

9. SUSTAINABILITY

Kooweerup Regional Health Service is a Public Hospital, committed to providing high quality health services to the community.

Kooweerup Regional Health Service is a member of the International Hospitals Health Promoting Network and Global Green and Healthy Hospitals. We have adopted a philosophy of environmental sustainability to reduce our ecological footprint and integrate consideration of the environment into all our decision making and activities.

We continually update the services we provide and invite your feedback.

All staff have a responsibility to use resources responsibly and sustainably.

10. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three months from commencement and then annually on the basis of the duties and responsibilities outlined in this Position Description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate Line Manager, who will act as the Assessor. The incumbent is expected to demonstrate and show evidence annually of ongoing self and allocated work unit's service development.

11. HEALTH PROMOTION

- Ensure that patients/residents/clients are able to access services and support that are underpinned by a Primary Health and Health Promotion approach.
- Be responsible for Kooweerup Regional Health Service Health Promotion activities.
- Participate in Health Education, Health Promotion activities to support a Social Inclusion/Social Model of Health approach.

12. LIMITS OF AUTHORITY

The incumbent may not without approved of the Chief Executive Officer and/or the Director of Nursing:

- Enter into contracts which will commit the Kooweerup Regional Health Service to expenditure.
- Appoint staff.
- Dismiss staff.
- Purchase equipment or items as per Instrument of Delegation.

13. DELEGATED AUTHORITY

In emergency situations take the necessary and reasonable action required to ensure the safe and effective operation of the Kooweerup Regional Health Service.

14. ATTACHMENTS

- Attachment 1 Key Selection Criteria.
- Attachment 2 Key Result Areas/Key Performance Indicators.

KRHS Position Descriptions

- Consumer Representative (Volunteer Position)
-

15. NOTE

Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

INCUMBENT STATEMENT

I, _____ (Incumbent name) have read, understood and accepted the above Position Description and associated Attachments).

Signed _____ Date: / /

KRHS Position Descriptions

- Consumer Representative (Volunteer Position)

Risk Assessment / Job Analysis

Under Occupational Health and Safety, potential risks associated with this position are detailed below.

Employee familiarity and compliance with emergency procedure codes apply to all areas of the organisation.

Aspects of Normal Workplace	Frequency
<p><u>Work Environment</u></p> <ul style="list-style-type: none"> • Manage demanding and changing workloads and competing priorities. • Work a flexible roster spanning all shifts with the possibility of extended hours. • Sitting at the computer or in meetings for extended periods of time. • Work in a team environment and at times independently. • Work in locations geographically separated from the main facility. • Single beds for patients. All beds are fully electric. There is no requirement to lift bed heads or foot ends. Height adjustment is via a button. • Exposure to Substances. Hazardous substances are part of the hospital workplace (e.g. blood). Protective equipment and procedures are in place to prevent contact. 	<p>Continual</p> <p>Continual</p> <p>Occasionally</p> <p>Regularly</p> <p>Rarely</p> <p>Occasionally</p> <p>Regularly</p>
<p><u>Work Activity</u></p> <ul style="list-style-type: none"> • Undertake administrative tasks including intensive computer/ keyboard work, filing, writing, participating in meetings, concentrating for long periods of time (regular, daily basis) • Use of technology including photocopiers, telephones including mobiles, fax, overhead projectors, televisions, video, electronic white boards, drill presses and guillotines. • Undertake manual handling of equipment (e.g., lifting, pulling, pushing, transferring, twisting) on a daily basis. • Participation in hazard identification and improvement strategies. 	<p>Regularly/ Occasionally</p> <p>Occasionally</p> <p>Regularly/ Occasionally</p> <p>Continual</p>
<p><u>Work relationships</u></p> <ul style="list-style-type: none"> • Work within a team environment • Professional interaction with medical nursing and admin staff • Interact with colleagues and other hospital staff (incl. contractors and agency staff) • Interact with members of the public • Interact with patients and relatives 	<p>Continual</p> <p>Continual</p> <p>Continual</p> <p>Regularly</p> <p>Continual</p>

KRHS Position Descriptions

- Consumer Representative (Volunteer Position)

Performance Review:

Six months after commencement of employment, then annually thereafter. Interim reports are completed, as determined by the Department Line Manager and Chief Executive Officer or Director of Nursing.

I,

Agree to undertake the duties as specified in the position description and accept the appointment in accordance with the responsibilities stated above. My signature acknowledges confirmation of the terms and conditions offered.

As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organisation's policies and procedures.

Signature: _____ Date:/...../.....