



### Position Description

<b>Position Title:</b>	<b>Consumer Representative – Clinical Governance and Quality Committee</b> This position description is a supporting document to the "Letter of Appointment" <b>NB:</b> Please note the term "staff" applies to both volunteers and employees.
<b>ROLE PURPOSE</b>	
South Gippsland Hospital (SGH) recognises the essential role consumers play in enabling the provision of appropriate, accessible and effective high quality and safe health care. The Consumer Representative role on the Clinical Governance and Quality Committee will enable these outcomes to be achieved.	
<b>ORGANISATIONAL RELATIONSHIPS</b>	
Reports to: Chief Executive Officer and Liaises with the Clinical Governance and Quality Committee (CGQC) and other consumer representatives	
<b>KEY RESULT AREAS</b>	
<ul style="list-style-type: none"><li>• Provision of advice to the CGQC on consumer, carer and community views so they are recognised and reflected in service delivery, planning and policy development</li><li>• Identification of priority areas and issues requiring consumer and community participation</li><li>• Advocacy on behalf of the community, including promotion of greater attention and sensitivity to the needs of disadvantaged, isolated and marginalised consumers and communities</li><li>• Assistance in the identification of development and training needs of staff in relation to improved consumer, carer and community participation in the health service</li></ul>	
<b>SKILLS, QUALIFICATIONS KNOWLEDGE AND EXPERIENCE</b>	
The Consumer Representative is to: <ul style="list-style-type: none"><li>• Have a geographical base within the South Gippsland Shire</li><li>• Be committed to working collaboratively with SGH, service providers and fellow community members to achieve the objectives of the CGQC (as per the CGQC terms of reference)</li><li>• Be able to reflect on and present diverse community issues rather than focusing on personal or individual issues</li><li>• Have experience on similar committees or experience as an active community participant or consumer representative</li><li>• Preferably have some connection to established formal or informal consumer networks</li><li>• Ideally, not be a registered health practitioner or current or former employee or Board member of a health service</li><li>• Declare any conflict of interest between the role and personal or group/ organisation interests to the Chairperson as soon as it arises.</li></ul>	
<b>KEY SELECTION CRITERIA</b>	
<ul style="list-style-type: none"><li>• Be able to represent the diversity of the patients using the health service, including age, cultural background, socio-economic status and education</li><li>• Be able to provide consumer, carer and community perspectives, whether through lived, personal or professional experience</li></ul>	

## ROLE DETAIL

- The details of the role are aligned to the CGQC Terms of reference

## ORGANISATIONAL VALUES

SGH staff work with each other according to the Values listed below and the behaviours these values require when carrying out business.

These values are:

- Adaptability - being flexible and accepting of new ideas and change for the better**
- Mutual Respect – We treat others the same way that we would like to be treated**
- Accountability – We accept responsibility for our actions, attitudes and mistakes**
- Trust- We act with integrity and can count on each other**
- Excellence – We do our best at all times and look for ways to improve**

It is expected that staff will also work according to these Values when working directly with other staff, clients and members of the community.

## OCCUPATIONAL HEALTH and SAFETY

SGH recognises its obligation for full compliance with the *Occupational Health and Safety Act 2004* and associated Occupation Health and Safety regulations 2017. All staff are required:

- to comply with safety instructions in their work environment and to familiarise themselves with OH&S procedures.
- to take reasonable care of their own health and safety as well as that of other people who may be affected by their conduct in the workplace.

## Infection Control

All staff members have a responsibility to maintain infection prevention and control knowledge levels commensurate with the requirements of the position description and to adhere to the organisation's Infection Control Prevention and Control policies and procedures at all times.

## Health and Wellbeing

The health and wellbeing of staff is a priority for SGH and the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals is recognised in this workplace.

## Diversity

SGH is committed to providing employment, health care and all related business based on the principles of access, equity and respect. It acknowledges the Traditional Owners of the land on which we work and pays respect to Elders past, present and emerging.

Staff are expected to provide excellence in care and a safe, welcoming and inclusive health service by:

- extending respect to Aboriginal and Torres Strait Islander people at all times,
- engaging respectfully with all cultures and
- respecting and appreciating what makes each individual different, in terms of age, gender, ethnicity, religion, disability, sexual orientation, education and national origin.

## Confidentiality

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of South Gippsland Hospital.

Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information.

Consumer Representatives must ensure that the confidentiality of consumers and staff is maintained and all information that may identify such individuals is kept confidential

Consumer Representatives must always clarify any issues of confidentiality before speaking publicly about any matters

Failure to comply with any of the above may result in disciplinary action and may include termination of appointment.

## Special Requirements

- Staff are required to satisfactorily complete a Police Records Check prior to commencing appointment
- Should the role require the driving of a South Gippsland Hospital vehicle, a current Victorian Drivers Licence is required. Loss of licence or any licence infringement must be reported by the employee to Management immediately.
- A completion of pre-existing injury or illness declaration will be required prior to appointment to the position.
- All employees and volunteers of South Gippsland Hospital are bound to work according to the policies and procedures of South Gippsland Hospital, the Industrial Agreements that provide their terms and conditions of employment, any Scopes of Practice and professional codes of conduct established for your profession, the Code of Conduct for Victorian public sector employees and the provisions of the Fair Work Act, as amended from time to time.
- Terms of appointment - To ensure adequate continuity of membership, CGQC Consumer Representative appointments will be staggered at two and three year terms, with the opportunity for reappointment. Members must have a one-year break after two terms before they are eligible to be reappointed. Appointment terms will be detailed in the letter of appointment.

### **INCUMBENT STATEMENT**

I, \_\_\_\_\_ have read, understand and accept  
(please print name)  
the above Position Description.

Signed: \_\_\_\_\_ Date \_\_\_\_\_

Copy to staff member:  Yes  No

### **Chief Executive Officer**

Name: Paul Greenhalgh

Signature:

Date: