

Austin Health

Position Description



Position Title: Consumer Partner – Consumer register

Classification:	Volunteer
Business Unit/ Department:	Patient Safety and Clinical Excellence
Reports to:	Clinical Excellence Lead, Standard 2
Date:	November 2020

About Austin Health

Austin Health is one of Victoria's largest health care providers. Comprising of the Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation, Hospital in the Home and community-based health services; Austin Health is an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

Austin Health employs near 9,000 staff across its sites; including over 1,600 doctors, 3,000 nurses and 1,000 therapy & science Allied Health staff and delivers a full range of leading edge clinical services, including several state-wide services (liver transplant, spinal cord injury service, respiratory support service, child inpatient mental health service). In total, Austin Health provides over 900 beds, including mental health, aged-care and rehabilitation beds and a range of community and in the home services. The current annual operating budget is in excess of \$960 million.

Austin Health delivers vital state-wide services to all Victorians, including to diverse multicultural and veteran communities. It also provides community and specialty services to the people of Melbourne's north-eastern corridor in a safety-focused, team-oriented and stimulating work environment.

Austin Health's current vision is shaping the future through exceptional care, discovery and learning.

Our values define who we are, shape our culture and the behaviours, practices and mindset of our people. Our values are: Our actions show we care, we bring our best, together we achieve and we shape the future.

Austin Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability and strive to develop further. Find more at <http://www.austin.org.au>

Consumer Partners at Austin Health

Austin Health is committed to providing meaningful opportunities to actively engage with consumers and the community.

Consumer partners on the Austin Health Consumer Register or members of a community organisation may be invited to participate through ad hoc activities, including online surveys, document review and/or training.

A Consumer Partner Committee Member is someone who draws from people's experiences of health care to influence the objectives, role and outcomes of the committee they are appointment too. Participation in a voluntary capacity. Remuneration of out of pocket expenses directly associated with the role are provided.

About Patient Safety and Clinical Excellence

The Patient Safety and Clinical Excellence Unit is located within the Directorate of the Chief Medical Officer is responsible for developing, implementing and co-ordinating best practice systems and processes for consumer engagement and consumer experiences across Austin Health. It is responsible for developing, implementing and co-ordinating consumer engagement activities across Austin Health.

This includes facilitating the

- integration of consumers to be active partners in how we undertake our business and care provision.
- review of both formal and informal feedback from patients and families through various survey methods and complaints.

Consumer Engagement Strategic Priorities include:

Capacity Building

- To continue to strengthen the supports provided to staff and consumers who participate
- To continue to strengthen internal and external communication regarding consumer engagement at Austin Health

Participation in Planning, Improvement and Evaluation

- To enhance consumer engagement and participation in feedback
- To enhance consumer participation in planning

Engaging our Diverse Community

- To increase the diversity of consumers and volunteers

Shared Decision-Making

- To strengthen shared decision-making processes at the individual care level

Provision of Information

- To improve the provision of information at all points of care

The Patient Safety and Clinical Excellence Unit is based at the Austin Hospital campus and provides support across all campuses of Austin Health. The Patient Safety and Clinical Excellence Unit provides recruitment, orientation and ongoing support for the consumer partners. Computer access

is available in the Austin Health library. Parking costs associated with consumer engagement activities are covered by the hospital. Consumer partners can apply for financial support to attend education and training opportunities.

Purpose and Accountabilities

Role Specific:

- Bring a consumer perspective to the specific issues identified in the relevant activity.
- Be available to attend at least 75% of meetings per year.
- Work collaboratively with staff managing the activity.
- Observe the Austin Health Code of Conduct and policies & procedures that can be located on the intranet
- Participate in Austin Health's training requirements on commencement of the role and annually including the following:
 - Emergencies, Fire & Sustainability
 - Bullying, Harassment, Equal Opportunity & Anti Discrimination
 - Aggression Management & Prevention
 - Hand Hygiene
- Agree not to reveal to any person or entity any confidential information relating to patients, employees, policies, and processes.
- Do not make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer
- Report to Austin Health Staff any issues that could affect patient or hospital safety.
- Follow the instructions and reasonable directions of Austin Health, including those from the Area Fire Warden in the event of an emergency.
- Meet annually with the CE&EO to review your role and progress.

Skills required to be a Consumer Partner

Essential Knowledge and skills:

Be supportive of the Austin Health values:

- Our actions show we care
- We bring our best
- Together we achieve
- We shape the future
- Have an interest in improving the Australian public health care system
- Have an understanding of the experiences of people from diverse backgrounds and communities.
- Ability to collaborate constructively with staff managing the specific activity to improve the quality and accessibility of Austin Health Services.
- Have an understanding of consumer participation principles.

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

Applications from Aboriginal and Torres Strait Islanders are encouraged to apply. For more information about working at Austin Health, please follow this link to Austin Health's Aboriginal Employment website: <http://www.austin.org.au/careers/Aborigineemployment/>

Document Review Agreement

Manager Signature	
Volunteer Signature	
Date	

