

Role Description



POSITION TITLE: Consumer Advisor	
DIVISION: Chief Medical Officer through the Safety, Quality and Improvement Unit	
ACCOUNTABLE TO: Consumer Engagement Manager	
APPROVED BY:	Dr Marg Way, Director Safety, Quality and Improvement Unit
APPROVAL DATE:	19 February 2021
PRIMARY OBJECTIVE: To provide the consumer perspective in the development, planning and quality improvement of services, and the measurement and improvement of patient and family experience.	
PRIORITIES	VALUES
<p>OUR VISION <i>BY 2050, EVERYONE IN OUR COMMUNITY ENJOYS THE BEST HEALTH AND WELLBEING IN VICTORIA.</i></p> <p>OUR PURPOSE <i>PROVIDE BEST CARE, EVERY PERSON, EVERY DAY, SO THAT EVERYONE FEELS BETTER.</i></p> <p>Strategic Priority 1: Deliver Best Care Strategic Priority 2: Invest to improve Strategic Priority 3: Ensure Our Future</p>	<p>RESPECT We RESPECT the people we connect with</p> <p>COMPASSION We show COMPASSION for the people we care for and work with</p> <p>COMMITMENT We are COMMITTED to quality and excellence in everything we do</p> <p>ACCOUNTABILITY We take ACCOUNTABILITY for what we do</p> <p>INNOVATION We drive INNOVATION for better care</p>
Barwon Health is Smoke Free.	Barwon Health is committed to health screening and immunisation to protect its staff, consumer advisors, volunteers and patients against preventable diseases.



Who is a Consumer Advisor?	Ideally Consumer Advisors are people well connected in their community, they are able to access the perspectives of many community members and bring those perspectives to Barwon Health and also take information from Barwon Health back to their community to seek perspectives on new ideas or options for improving the way services are provided.
Skills, knowledge and experience	<ul style="list-style-type: none"> ▪ Able to listen to differing opinions and share different points of view ▪ Positive and supportive of Barwon Health’s mission ▪ Share insights and information about their experiences in ways that others can learn from them ▪ See beyond their own personal experiences ▪ Show concern for more than one issue or agenda ▪ Respect the perspectives of others ▪ Speak comfortably in a group with candour ▪ Interact well with many different kinds of people ▪ Work in partnership with others
Reimbursement	<ul style="list-style-type: none"> ▪ Consumer Advisors are not remunerated for their work, but they can apply for reimbursement of reasonable costs (in agreement with the Consumer Engagement Manager)
Pre-appointment checks	<ul style="list-style-type: none"> ▪ Referee checks ▪ National Police Check ▪ Confidentiality and Security Agreement ▪ Code of Conduct ▪ Media Consent Form ▪ Evidence of Vaccinations
Contact details	<p>Consumer Engagement Manager</p> <p>Email address: Consumer.Advisor@barwonhealth.org.au</p> <p>Phone number: (03) 4215 8922</p>
Agreement	<p><i>In signing this Position Description I agree to abide by the conditions outlined and understand that my role as a Barwon Health Consumer Advisor may be revoked if I am unable to meet these conditions.</i></p> <p>Name (Consumer Advisor): _____</p> <p><i>Signature (Consumer Advisor)</i> _____ <i>Date:</i> ____/____/____</p> <p>Name (Consumer Engagement Manager): _____</p> <p><i>Signature (Consumer Engagement Manager)</i> _____ <i>Date:</i> ____/____/____</p>

