

# VOLUNTEER CONSUMER CONSULTANT

## Position Description



<b>Position Title</b>	Volunteer Consumer Consultant
<b>Facility</b>	Hobart Private Hospital
<b>Reports to:</b>	Quality Manager
<b>Position</b>	Part time / Volunteer Consumer Consultant
<b>Hours</b>	Variable
<b>Position Summary</b>	<ul style="list-style-type: none"> <li>The role of the Consumer Consultant is to help the hospital be responsive to patient, carer and consumer input and needs.</li> <li>The Consumer Consultant will provide advice to the hospital about partnership with consumers and carers and help the site to keep a patient-centered approach.</li> </ul>
<b>Mandatory Requirements</b>	<ul style="list-style-type: none"> <li>Experience of private hospital services, as a consumer – either patient or carer</li> <li>Effective communication skills</li> <li>Ability to work independently and seek advice/assistance appropriately</li> <li>Commitment to providing a consumer perspective</li> <li>Ability to work with diverse groups and individuals – consumers, families and professional staff – in a positive manner</li> <li>Availability to attend relevant hospital meetings and forums</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>Prior involvement with community based groups and/or as a volunteer</li> <li>Experience as a member of a committee</li> <li>Understanding of quality management and accreditation</li> <li>Preferably not a nurse, doctor or other health professional</li> </ul>
<b>Roles and Tasks</b>	<ul style="list-style-type: none"> <li>Contribute to strategic and operational planning as guided by the General Manager. Provide advice in re-design of services or design of new services.</li> <li>Assist in developing partnerships with other consumers and consumer groups to get input into hospital planning</li> <li>Participate in orientation and training about the consumer consultant role</li> <li>Provide a consumer perspective on relevant policies and procedures.</li> <li>Provide practical suggestions for improvement forms, brochures and other publications. Ensure publications aimed at patients are easy to read and interpret.</li> <li>Contribute to staff training and education about patient centered care.</li> <li>Review and provide a consumer perspective about quality data, e.g. consumer satisfaction, Quality KPIs, complaints</li> <li>Provide feedback on the MyHealthscope safety &amp; quality performance data to ensure it is patient-friendly</li> <li>Attend quality and consumer committees and meetings as required from time to time and provide patient experience examples.</li> <li>Review consumer feedback, including surveys, feedback forms, focus groups, complaints, etc.</li> <li>Participate in relevant quality improvement activities</li> <li>Help to develop an annual consumer participation plan e.g. schedule meetings/ focus groups / publications, and events with hospital personnel, consumers, external services</li> <li>Treat all hospital, patient, staff and other organizational information as strictly confidential</li> </ul>
<b>Supervision and Reporting</b>	Reporting at the bi-monthly consumer forum. Regular scheduled meetings to be conducted with the Quality Manager.
<b>Review</b>	Position review will be performed after 3 months, from commencement of position, and then bi-annually; or when there is a change of position, or any time there is a need to review performance.

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**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.

Role Description authorized by		
Manager Signature	Manager Print Name	Date

Acknowledgement		
Volunteer Consumer Consultant Signature	Volunteer Consumer Print Name	Date
I hereby acknowledge that I have received a copy of my Role Description and have read and agree with the duties and responsibilities that have been outlined, I have also signed a Confidentiality Agreement.		

I agree that it is a condition of my Consumer Consultant role with Healthscope Ltd. (or any of its affiliate companies) that I will not divulge or use (directly or indirectly) any confidential information relating to the affairs of Healthscope either during the course of my volunteer period or after my voluntary period ceases (however caused), except in the proper course of my duties or as permitted by Healthscope, such permission first having been obtained.

I understand that confidential information refers to any information (verbal, written or electronic) of a commercial, technical or financial nature, which is not publicly available. This may include records/information regarding patients, correspondence, company manuals, computer printouts, floppy discs, customer lists, rate schedules, diaries, file notes or any other material which I have access to during the course of my voluntary tenure. I understand that on no occasion must information be given to the media or police except where I am legally obliged to do so.

I shall only disclose or use such information if ordered to by a Court of competent jurisdiction – or by Healthscope – and do so only in a manner consistent with such an order. Upon termination of my tenure I shall immediately deliver to Healthscope all records of whatsoever nature or description, which are in my possession or under my control, which in any way relate to the business of Healthscope or to any current or former member(s) and /or client(s) or patient(s).

**Print Name** \_\_\_\_\_

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_