



POSITION DESCRIPTION

Position Description	
POSITION TITLE:	Consumer Representative
POSITION NUMBER:	BDHC – CR 001
CLASSIFICATION:	Contingent worker - Volunteer
NATIONAL CRIMINAL RECORD:	Appointment is subject to satisfactory clearance of a current Police Record (within the past three (3) months).
DEPARTMENT:	Various
REPORTS TO:	Volunteer Coordinator
ORGANISATIONAL CONTEXT:	<p><i>Our Vision:</i> <i>To be a dynamic leader in rural health care.</i></p> <p><i>Our Mission:</i> <i>We are committed to delivering high quality integrated health & well-being services.</i></p> <p><i>Our Values:</i> <i>Integrity, Collaboration, Accountability, Respect, Excellence in Care</i></p>
POSITION PURPOSE:	Collectively bringing consumer perspectives to planning, delivery, monitoring and evaluation of health care services across BDHC.
RESPONSIBLE FOR:	Working within the CORE values and Code of Conduct of BDHC, within the boundaries of BDHCs strategic plan, policies and procedures. The role is different to the role of “Volunteer” across BDHC.
IMPORTANT NOTES ABOUT THIS ROLE:	<p>This role does not involve working with patients. Bringing a complaint to health care is not considered within the role of a consumer representative. There are separate systems for making complaints. Like all BDHC staff members, consumer representatives are bound by the BDHC Code of Conduct which prohibits speaking to the media about BDHC organisational matters without proper authorisation.</p> <p>Equal Opportunity</p> <ul style="list-style-type: none"> • BDHC is an equal opportunity employer.

PHYSICAL STANDARDS (approximate)	<ul style="list-style-type: none"> • Walk / Stand 5 % of the time • Sit for meetings on committees/panels 95% of the time
CHALLENGES/PROBLEM SOLVING	Understanding the context for health care and working with people who may require assistance in understanding the need for a consumer perspective.
COMMUNICATION	Consumer representatives communicate effectively with BDHC staff, community members and other consumers and consumer representatives.
DECISION MAKING	Consumer representatives will sometimes work with BDHC staff to make recommendations on a range of issues relating to the planning, delivery, monitoring and evaluation of health care services across BDHC.
SELECTION CRITERIA	<ul style="list-style-type: none"> • Each consumer representative will bring to the role a range of diverse knowledge and experience based on her/his life experience, employment history and interests. • Having an understanding of healthcare from a consumer perspective • Willing to undertake training to strengthen the role • Having a realistic expectation about the time they have available to commit to engagement • Ability to demonstrate commitment to the CORE values of BDHC • Understanding of confidentiality • Ability to work well within a team • Comply to having a National Police Check (renewed every 3 years) • Working with Children Check (renewed every 5 years) • Overseas Employment Statutory Declaration
Organisational Expectations	<p>Occupational Health and Safety</p> <p>Equal Employment Opportunity</p> <ul style="list-style-type: none"> • Adhere to BDHC Equal Employment Opportunities policies and practices <p>Privacy and Confidentiality</p> <ul style="list-style-type: none"> • Is aware of and complies with Policies and Procedures.

Consumer Representative signature:	Date:
Manager signature:	Date: