

Position description: WSLHD Health Consumer Representative

Position number	613440				
Location	Various locations		Facility	Site negotiable	
Classification	Contingent worker – volunteer		Vaccination category	B	
<i>Employment screening check</i>					
National Criminal Record	Yes	Working with children	No	Working with aged care	No
Responsible to	Manager Community and Consumer Engagement				
Purpose of position	Collectively bringing consumer perspectives to planning, delivery, monitoring and evaluation of health care services across WSLHD. This includes raising health issues that are identified within communities.				
Responsible for	Working within the CORE values and the Code of Conduct of WSLHD, within the boundaries of WSLHD strategic plan, policies and procedures.				
Important notes about the role:	The role is different to the role of “Volunteer” across WSLHD. 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 WSLHD staff members, consumer representatives are bound by the WSLHD Code of Conduct which prohibits speaking to the media about WSLHD organisational matters without proper authorisation.				
This role	<p>Consumer representatives collaborate with clinicians and other WSLHD staff to undertake a range of activities including:</p> <ul style="list-style-type: none"> • Participation in the WSLHD Consumer Council; • Participation in portfolios of special interest determined by the Consumer Council; • Participation in established or new committees of special interest to the consumer representative; • Development of joint decisions and recommendations with staff on specific health service discussions; • Participation in working parties, forums or panels; • Sharing their story to assist staff understand health care from the consumer’s perspective; • Participation in governance structures; or • Participation in other activities that are agreed upon to ensure the consumer perspective is central to health care in Western Sydney. 				
Challenges /problem solving	Understanding the context for health care and working with clinicians who may require assistance in understanding the need for a consumer perspective.				
Communication	Consumer representatives communicate effectively with WSLHD staff, community members and other consumers and consumer representatives.				
Decision making	Consumer representatives will sometimes work with staff to make recommendations on a range of issues relating to the planning, delivery, monitoring and evaluation of health care services across WSLHD.				
Selection criteria	<p>Criteria for selecting a consumer representative may include:</p> <ul style="list-style-type: none"> • Having an understanding of healthcare from a consumer perspective; • Being willing to undertake training to strengthen the role; • Having a realistic expectation about the time they have available to commit to engagement; 				



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| | <ul style="list-style-type: none">• Having a special interest in a particular issue;• Being willing to participate collaboratively in planning, delivery, monitoring, and evaluation of health care across WSLHD;• Being able to articulate the viewpoint of consumers;• Being able to listen to the viewpoints of others and grow a rich perspective;• Having a deep understanding of specific consumer groups within the WSLHD community;• Having had experience or knowing consumers who have had experience of hospital care in western Sydney; |
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