



Role Description

Changing lives for the better

Role title:	CQ Health Consumer and Community Advisory Committee (CCAC) member	Salary:	Attendance based remuneration
Status:	Permanent Part-Time – Two (2) year tenure	Closing date:	5:00 pm on Friday 2 February 2018
Division / Hospital and Health Service	Central Queensland Hospital and Health Service	Contact person:	Kieran Kinsella, Executive Director of Rural and District-wide Services
Location:	Rockhampton	Contact number:	07 4920 6892
Submit Application:	Via email: CQHealth-CCAC@health.qld.gov.au Via post: Rural and District-wide Services, PO Box 501, Rockhampton QLD 4700		

Role Objective

Central Queensland Hospital and Health Service (CQ Health) has established a volunteer committee (with remuneration benefits available). The CQ Health Consumer and Community Advisory Committee, is aimed at strengthening the capacity of consumers, carers and the community to participate and provide feedback on key activities in the health service. The committee reports to the health service Patient safety, Quality and Risk Committee, through to the Executive Management Team and will assist the health service with service planning and decision making.

The CQ Health Consumer and Community Advisory Committee will deliver the following key aims:

- Improve health outcomes and quality of care for health service health consumers
- Increase consumer, carer and community satisfaction with the health service
- Improve health service delivery and responsiveness
- Assist the health service to develop strategies to enhance and promote community participation and cultural responsiveness
- Ensure that the health service is advised on priority areas and issues regarding consumer and community participation and matters of community interest or concern
- Provide direction and leadership in relation to the integration of consumer, carer and community views into all levels of the health service operation, planning and policy development.

Principal accountabilities

The CQ Health Consumer and Community Advisory Committee (CCAC) will be required to:

Role	Accountabilities
Member Functions:	<ul style="list-style-type: none"> • Assist and support the CCAC and Executive team to run effective CCAC meetings. These meetings will assist the health service to appropriately integrate consumer, carer and community views into all levels of its operation. • Work with the Executive, Board and other CCAC members to develop consumer services improvement activities which meet the community's health

	<p>needs.</p> <ul style="list-style-type: none"> • Advocate to the Board and Executive team on behalf of the community. • Attend a minimum of 9 CCAC meetings (80%) each calendar year.
Supports Strategic Direction	<ul style="list-style-type: none"> • Provide strategic advice on services and policies from a consumer, carer and community perspective. • Provide advice in the development of the Strategic Plan, the annual Quality of Care report and any other key reviews / reports as required.
Leadership and Management	<ul style="list-style-type: none"> • Consider any matters that are referred to the CCAC by either the Executive team of the Board. • Become well informed about services and programs, promoting them within the community as the opportunity arises.
Values	<ul style="list-style-type: none"> • Fulfil the responsibilities of this role in accordance with Queensland Public Service (QPS) as outlined above and the CQ Health values as outlined in the CQ Health Consumer Representative Handbook 2017-2019.
Quality, Safety and Risk	<ul style="list-style-type: none"> • Follow defined service quality standards, occupational health and safety policies and procedures relating to the work being undertaken in order to ensure high quality, safe services and workplaces. • Identify and avoid or minimise risks to patients, employees, volunteers, visitors and the institution.

Qualifications / professional registration / other requirements

- Nil mandatory qualification and professional registration requirements
- While not mandatory, relevant experience and/or qualification/s in community based organisations or bodies would be well regarded
- Please note that health practitioners or people currently employed or recently employed or engaged in the provision of CQ Health services will NOT be eligible for this role

What we are looking for?

You will be assessed on your ability to demonstrate the following key capabilities, knowledge and experience. Within the context of the responsibilities described above in the principal accountabilities, the ideal applicant will be someone who can demonstrate the following:

Key attribute	Capacity
Supports productive working relations <i>Listens to, understands the needs of others</i>	<ul style="list-style-type: none"> • Accurately and articulately represent the views of the communities served by the health service
Communicates with influence <i>Communicates clearly</i>	<ul style="list-style-type: none"> • Communicate effectively both verbally and in writing
Displays personal drive and integrity <i>Demonstrates public service professionalism and probity</i>	<ul style="list-style-type: none"> • Express a strong interest in regional healthcare delivery and development
Achieves results <i>Applies and builds professional expertise</i>	<ul style="list-style-type: none"> • Will be able to demonstrate a strong desire to broaden their community involvement and experience

Desirable attributes

- Experience as a patient/consumer or carer with a strong interest in managing the challenges that patient/consumers' may encounter in the health care setting.
- Community links and networks that enable an ability to represent the views of a range of consumers.
- Ability to articulate a consumer perspective, respect and appreciate different perspectives expressed within the committee.
- Commitment to positive patient experiences and the delivery of safe, high quality, health services by CQ Health.
- Ability to commit sufficient time to participate fully in the work of the committee, for example, attending meetings, reading documents and reports.
- An appreciation that the role of consumers on this committee is to influence long term change and improvements across the health service.
- A knowledge of or willingness to learn about all facets regarding the services provided by the health service.

What is on offer?

The position will receive remuneration in line with the CQ Health consumer engagement participation remuneration policy for formal engagement fees:

- \$187 for activities up to and including 4 hours duration
- \$374 for activities over 4 hours duration.

These payments include preparation time. Travel time associated with participation will not be covered. Reimbursement of reasonable out-of-pocket expenses is not included in this rate and will be offered in addition to remuneration.

How to apply

1. Thoroughly read the role description.
2. Provide the following information to the panel to assess your suitability:
 - a) Cover letter advising how your experience, abilities and knowledge would enable you to achieve the key accountabilities and meet the key skills requirements. (1-2 pages)
 - b) Your current CV or resume
 - c) Include referees.
 - d) Include any additional forms or evidence as necessary from the panel or role description.

Health service information

For further information about the health service and community engagement visit these sites:

- CQ Health Community Hub website - www.cqhealthhub.qld.gov.au
- Central Queensland Hospital and Health Service - www.health.qld.gov.au/cq
- Facility and Service information - www.health.qld.gov.au/services/central-queensland

Additional information

- Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services mainly to children will require a blue card, unless otherwise exempt.
- Applicants will be required to give a statement of their employment as a lobbyist (<http://www.psc.qld.gov.au/publications/assets/policies/lobbyist-disclosure-policy.pdf>) within one month of taking up the appointment.
- Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role. Details are available in section 571 of the *Workers' Compensation and Rehabilitation Act 2003* (<http://www.justice.qld.gov.au/fair-and-safe-work/workers-compensation-and-rehabilitation/workers-compensation-and-rehabilitation-legislation/workers-compensation-and-rehabilitation-act-2003>)

Code of conduct and confidentiality

Consumers, carers or community members appointed to a committee within the Central Queensland Hospital and Health Service, are required to sign the “Consumer Engagement Agreement” which details a commitment to:

- To meet time and engagement commitments, or to provide adequate notice so that alternate arrangements can be made.
- To abide by the Queensland Public Service Code of Conduct 2011.
- To adhere to organisational rules and procedures, including record keeping requirements and confidentiality of organisational and client information.
- To accept supervision, to abide by the limits of the consumer representative task appointed to, and to seek help from the organisation in a timely manner with any problems that might arise while I am working.
- To accept that becoming a consumer representative is not automatic, and that the organisation has the right to release me from my consumer duties at any time that it believes doing so is in the best interests of the organisation, its clients or CQHHS objectives.
- To accept that I am not an employee of the organisation.
- To attend any organisation-supplied training the organisation deems necessary for me to perform my duties well.
- To follow directions given by the organisation about safety practices and procedures and to take reasonable responsibility for my own health and safety and the health and safety of others.
- To act at all times as a conscientious member of the team responsible for accomplishing the vision of the organisation.
- To declare any real or perceived Conflict of Interest to the committee.
- To abide by the duty of confidentiality under Part 7 of the Hospital and Health Boards Act 2011 (the Act) namely, that I must not disclose, directly or indirectly, confidential information to another person unless the disclosure is required or permitted under the Act.