



Health Consumer Representative Role Description and Application

Great care for Central Queenslanders

Role title:	CQ Youth Health Reference Group	Salary:	Volunteer position
Status:	Permanent Part-Time 12 months	Closing date:	15 May 2022
Division / Hospital and Health Service:	Central Queensland Hospital and Health Service	Contact person:	Friederike McCartney (07) 4932 5452
		Phone:	CQYouthConnect@health.qld.gov.au
Location:	Rockhampton/Central Queensland Video and phone meeting access available		
Submit Application:	Complete the online at: https://cqhealth.citizenspace.com/engagement/application-form-cqyouthhealth		

About the role

The Central Queensland Youth Health Reference Group will provide Central Queensland youth with a pathway to have a voice in shaping and influencing the health services and the health and wellbeing of Central Queensland youth, building healthier communities.

Younger health consumers (aged 16-25 years) are under-represented in decision-making processes in health services across Queensland. Many young people use Queensland Health services which are designed for older adults including emergency services, mental health services, acute and chronic support services. You have valuable experience and feedback to give that is important to policy makers, clinicians and others in the health system.

We want to hear the voices of young people, including your voice!

Health consumer representatives have a unique and essential role in health service. Without our health consumer representatives there is often no-one on a committee who can represent a non-medical person and, in many cases, a broader community perspective. The health consumer has an important role in consumer and community engagement and will assist the health service with service planning and decision-making.

We are committed to ensuring diverse and inclusive health consumer representation, reflective of our community.

This group will deliver the following keys aims:

- Guide the health service and ensure any strategies are suitable for young people and their diverse needs
- Inform and shape public health services and programs in Central Queensland
- Guide the development of a youth engagement strategy to help increase the engagement of young people across health services in Central Queensland.
- Help build an effective, vibrant and diverse youth health consumer network

Your role as a youth health consumer representative:

- Must be between the ages of 16 to 25 years
- Need some understanding of the Queensland Health system
- Representing health consumer and carer's views to the committee/group/network
- Providing a consumer perspective which reflects your health journey and the collective experience of health consumers
- Helping the committee or group to think about things from a consumer perspective by raising consumer concerns and views
- Providing broader community feedback rather than focus on one's own individual experiences to inform system and service level improvements
- Being engaged with formal and informal consumer networks
- Attending and participating in committee meetings as agreed with the health service
- Maintaining confidentiality and disclosure of conflicts of interest
- Providing feedback to own networks of consumers as required

Do I have the skills?

- Do you have experience as a patient or consumer or carer in any service provided by CQ Health?
- Do you have a desire to create change in the health system and are solution focused?
- Do you have an interest or lived experience in an area of health or hospital services?
- Can you work in a team and have the confidence to speak in a group to get your views across?
- Are you respectful, open minded and can you appreciate different perspectives of others?
- Are you willing to volunteer several hours of your time and commit to meeting as a group bi-monthly, during business hours?
- Would you be willing to receive support and training throughout your involvement?
- Are you willing to learn about the different services provided by the health service?
- Are you able to appreciate that the role of consumers on committees is to influence long-term change and improvements across the health service?
- Do you have links to community or connections to a broader community perspective, for example, Culturally and linguistically diverse, LGBTQI+, Aboriginal and/or Torres Strait Islander communities?

There are no mandatory qualifications and professional registration requirements.

Please let us know if you have relevant experience or qualification/s in community-based organisations or bodies, including any volunteer roles.

Please note that people currently employed or recently employed or engaged in the provision of health services will NOT be eligible for this role. Conflict of interest declaration may be a requirement.

Consumers must reside (live) in the Central Queensland Hospital and Health Service catchment, view here www.health.qld.gov.au/services/central-queensland