



Health Consumer Representative Role Description and Application

Great care for Central Queenslanders

Role title:	Health Consumer Representative – Strategic Committees	Salary:	Attendance based expenses
Status:	Permanent Part-Time – Two (2) year tenure	Closing date:	Sunday 22 nd September 2019
Division / Hospital and Health Service:	Central Queensland Hospital and Health Service	Contact person:	Robert Forsythe (07) 4920 6892
Location:	Rockhampton/Central Queensland Video and phone meeting access available		
Submit Application:	Via email: CQHHS_RDWS_ESO@health.qld.gov.au		
	Via post: Attn: Robert Forsythe, Executive Director Rural and District Wide Services 82-86 Bolsover Street / PO Box 501 Rockhampton Qld 4700		

About the role

Central Queensland Hospital and Health Service (CQ Health) has established strategic committees that require the valuable input of a consumer representative (with expenses available).

Consumer representatives have a unique and essential role in health service. Without 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.

CQ Health is committed to ensuring diverse and inclusive health consumer representation, reflective of our community.

CQ Health Strategic Committees deliver the following key aims:

- Improve health outcomes and quality of care for health service consumers in Central Queensland
- Increase consumer, carer and community experience and satisfaction with the health service
- Improve health service delivery and responsiveness
- Assist the health service to develop strategies to enhance and promote community participation, cultural and diversity 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.

Do I have the skills?

- Do you have 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?
- Do you have community links and networks that enable an ability to represent the views of a range of consumers?
- Can you work in a team and have the confidence to speak in a group to get your views across?
- Are you respectful and can you appreciate different perspectives expressed within the committee?
- Would you be available to volunteer several hours of your time?
- Would you be able to commit to meeting as a committee once a month (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?

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 health practitioners or 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

What is on offer?

Formal Consumer Representatives can claim expenses as part of their membership, participation and advice they provide while serving on or for executive, senior management or strategic governance committees where a significant amount of preparation and reading is required. Formal Consumer Representatives appointed to these committees are expected to have or acquire substantial knowledge and understanding of the health system. In addition, Formal Consumer Representatives on these committees are expected to have extensive consumer networks and prior experience as a consumer or carer.

Remuneration rates:

Tier 1: Formal Consumer Representative attendance at ongoing, regular, CQ Health Strategic Governance Committees.

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

Tier 2: Formal Consumer Representative attendance at focus groups directly relating to committee work.

- \$40 per hour, including preparation time

These payments are inclusive of preparation and travel time. Out-of-pocket expenses are not included in this rate and may be offered in addition to the engagement fee.

How to apply

Answer the following questions:

Name:

Email:

Phone:

Address:

What do you think is the role of a health consumer representative?

Tell us what benefits and challenges there might be as a Consumer Representative Committee member for the health service?

How will you communicate with your local community if selected as a committee member?

What skills and experience do you have that will help you in this role?

Are you aware of any potential conflicts of interest in your involvement?

Can you tell us about your previous committee experience?

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

Please tell us a little about yourself and why you would like to apply for this role?

Please provide two (2) referees:

Name: _____

Name: _____

Phone: _____

Phone: _____

Relationship: _____

Relationship: _____

Submit completed questions to CQHHS_RDWS_ESO@health.qld.gov.au

or

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Submissions close 2 September 2019.