

**Austin Health**

**Position Description**

**Position Title: Lived Experience Committee Representative**

**Austin Health Community Advisory Committee (CAC)**

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| Classification: | Volunteer  |
| Business Unit/ Department: | Patient Safety, Experience and Clinical Excellence Division  |
| Reports to: | Associate Director of Patient Experience  |
| Date: | 2022 |

**About Austin Health**

Austin Health is one of Victoria’s largest health care providers. Comprising of the Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation, Hospital in the Home and community-based health services; Austin Health is an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

Austin Health employs near 9,000 staff across its sites; including over 1,600 doctors, 3,000 nurses and 1,000 therapy & science Allied Health staff and delivers a full range of leading-edge clinical services, including several state-wide services (liver transplant, spinal cord injury service, respiratory support service, child inpatient mental health service). In total, Austin Health provides over 900 beds, including mental health, aged care and rehabilitation beds and a range of community and in the home services. The current annual operating budget is in excess of $960 million.

Austin Health delivers vital state-wide services to all Victorians, including to diverse multicultural and veteran communities. It also provides community and specialty services to the people of Melbourne’s north-eastern corridor in a safety-focused, team-oriented and stimulating work environment.

Austin Health’s current vision is shaping the future through exceptional care, discovery, and learning.

Our values define who we are, shape our culture and the behaviours, practices, and mindset of our people. Our values are: Our actions show we care, we bring our best, together we achieve, and we shape the future.

Austin Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability and strive to develop further. Find more at <http://www.austin.org.au>

**Consumer Partnership at Austin Health**

Austin Health is committed to providing opportunities to partner with consumers and the community.

Consumer Partners provide advice and information to Austin Health staff at all levels of the organisation and work with staff on committees, projects, and other initiatives to improve the care and services we provide and ensure all members of the community enjoy equal access.

Consumer Partners are provided with orientation, online training and support.

Participation is voluntary and out-of-pocket expenses related to the role, including parking, are reimbursed with prior approval.

**Position purpose**

The purpose of the Lived Experience Consumer Representative role is to share their lived experience to advocate and represent the views of consumers during the Community Advisory Committee meetings.

**About Community Advisory Committee**

The Austin Health Community Advisory Committee is a sub-committee of the Austin Health Board which operates under the Victorian Public Health Services Community Advisory Committee guidelines. The representatives are supported by the Community Advisory Committee Chair, Secretary and the Patient Safety, Experience and Clinical Excellence Division.

Under the Victorian Health Services law, the Community Advisory Committee is an advisory committee that does not have any decision-making authority.

The Community Advisory Committee has three critical roles:

* To provide strategic direction and leadership in relation to the integration of consumer, carer and community views into all levels of health service operations, planning and policy development
* To advocate to the Board on behalf of the community, consumers, and carers
* To assist Austin Health to engage with the community

The Community Advisory Committee:

* Enables participation across the organisation rather than representing the sole participation strategy of Austin Health
* Provides a central focus for all strategies and mechanisms for consumer, carer and community participation at Austin Health
* Provides strategic advice from a consumer, carer and community perspective in relation to Austin Health policy and services to the community, including all major initiatives and changes
* Advises Austin Health on community issues and in relation to its communication and engagement with the communities it serves

**Patient Safety, Experience and Clinical Excellence Division**

The Patient Safety, Experience and Clinical Excellence Division is located on the Austin campus and provides support all three sites. The Division is responsible for developing, implementing and co-ordinating consumer engagement activities across Austin Health.

**Purpose and Accountabilities**

**Role Specific:**

The successful Lived Experience Community Representative will assist the Community Advisory Committee by:

* Contributing to the public health service strategic plan.
* Bringing their lived experience consumer perspective to the design and delivery of health service programs and policies.
* Participating in the development and implementation of a work plan that aligns with Austin Health’s strategic plan.
* Contributing to the Health Services Annual Report.
* Providing recommendations to the committee to help strengthen Austin Health’s partnerships with consumers and the community.

**Selection Criteria**

**Essential knowledge and skills:**

* Lived experience as a patient or carer at Austin Health services in the last 3 years
* Understand local issues affecting Austin Health services
* Discuss potential issues that impact patients, families and carers from diverse backgrounds who receive services from Austin Health.
* Demonstrate a basic knowledge of the Australian public health care system.
* Able to provide strategic advice and participate in an advisory capacity.
* Work constructively with fellow committee members and Austin Health staff to improve the quality and accessibility of Austin Health services.
* Established links with health consumer or community networks.
* Able to attend at least 75% of Consumer Advisory Committee meetings
* Over 16 years of age

**Desirable but not essential:**

* An understanding of the experiences of people from diverse backgrounds who use health services.
* A resident of Austin Health’s primary patient catchment which includes the local government areas of Banyule, Darebin and Nillumbik.
* Residents of rural communities who can represent Austin Health’s rural patient population or consumers of Austin Health’s Statewide Services.

**General Information**

**Austin Health is a Child Safe Environment**

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

**Equal Opportunity Employer**

Applications from Aboriginal and Torres Strait Islanders are encouraged to apply. For more information about working at Austin Health, please follow this link to Austin Health’s Aboriginal Employment website: <http://www.austin.org.au/careers/Aboriginalemployment/>

**Document Review Agreement**

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| **Manager Signature** |  |
| **Volunteer Signature** |  |
| **Date** |  |

