

POSITION DESCRIPTION



Position Title:	Consumer Advisory Committee Member		
Industrial Instrument:	N/A	Department:	This position represents all of EPC sites and teams
Responsible To:	Clinical Governance Committee.	Hours of Duty:	The allocation of time for Consumer Advisory duties is negotiated between the Member and the Clinical Governance Committee.
Evaluation:	Each year the Chairman will meet with each committee member to review their contributions	Page 1 of 3	

Eastern Palliative Care delivers home-based care services to the eastern region of the Greater Melbourne area. All staff and volunteers of Eastern Palliative Care must demonstrate a commitment to our Code of Ethics, Code of Conduct and a willingness to work within the organisational Vision, Mission and Values.

Our Mission: *Eastern Palliative Care is privileged to care for and accompany the dying person and their caregivers in the final phase of life, upholding their dignity and respecting their spiritual, physical, emotional, cultural and social needs. Our care continues in the bereavement services that we offer caregivers and families.*

Our Values:

Compassion – *includes sympathy for others in their suffering, listening, accepting and actively responding to their needs*

Dignity – *upholding the unique personality, situation and choices of others, valuing their lives in the face of death and respecting their rights*

Excellence – *striving to do our best for those in our care and to give leadership through quality care, ethical practice, research and innovation*

Partnering – *vesting control in the client while joining with others to give continuous care*

Equity and Access: *Eastern Palliative Care Assoc Inc. is committed to equal opportunity, social justice, cultural diversity and social inclusion in community based palliative care. We recognise the value of diversity amongst staff and clients and we aim to create an inclusive work and health care environment free from discrimination and harassment. We also respect that different cultures, rights and practices exist within the community.*

CONSUMER ADVISORY COMMITTEE (CAC) MEMBER

The purpose of the CAC is to ensure that EPC hears directly from and works in partnership with consumers, carers and potential consumers to improve the community palliative care services provided by EPC.

The role of the consumer on a committee is to provide a consumer perspective on the issues being discussed and recommendations being made. The committee must ensure that person centered care is a central part of its considerations.

Function

- The CAC will report to the Clinical Governance Committee, a sub-committee of the Committee of Management of EPC.
- As a member of the Consumer Advisory Committee, ensure that the Committee fulfils its responsibilities of engagement and representing consumers of EPC.

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Skills

- The ability to provide a carer/consumer perspective
- Listen effectively and participate in debate and discussion
- Capacity to reflect on current and broader issues rather than focusing on personal concerns or individual experiences
- Good communication skills
- Ask questions, promote discussions and respect the views of all committee members
- Comfortable sending and receiving emails
- A general interest or skill in the Governance of Healthcare is desirable but not essential.

Requirements/Responsibilities:

1. Be committed to the Mission, Vision and Values of the organisation
2. Abide by the EPC Ethics Statement and Code of Conduct
3. Attend and participate in orientation.
4. Promote discussions and deliberations on agenda items and understanding of client and carer issues.
5. Be aware and abstain from any conflict of interest
6. Adhere to all relevant EPC policies and guidelines as discussed at orientation and other times
7. Participate actively and with respect for the views and contribution of others.
8. Assist in the training and mentoring of other consumers, volunteers or staff where agreed
9. Participate in consumer training and education as required
10. Wear the identification badge provided during all official activities and when on site
11. Raise any questions, concerns or issues you may have about the work of the committee or other activities with the Committee Chairman, Quality Coordinator or relevant staff member in the first instance
12. Ensure the purpose of the Consumer Advisory Committee is carried out to continually improve EPC's services
13. Attend meetings of the Consumer Advisory Committee.
14. Sign a confidentiality agreement
15. Satisfactory completion of a national criminal history check

Orientation:

EPC will provide a formal orientation and training program to meet the needs of members.

At a minimum, the orientation will include:

- Introduction to the Senior Management Team and their roles
- Overview of the EPC Ethics Statement and Code of Conduct
- Consumer education
- Overview of EPC's structure, services and current strategic directions
- Consumer and Community Engagement Strategy and draft Implementation Plan 2018 -2020

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Decision Making Authority

Members of the register who are appointed to a committee(s) do not have authority over EPC staff or volunteers. Members' input to the committee is valued but the suggestions/requirements proposed by the member will not always be able to be incorporated or reflected in the organisation's decisions due to limited resources and strategic direction

Term

- Initial appointments will be for a period of 2 years with the opportunity for reappointment for a further term/s.
- If a person becomes an EPC employee they will step aside from the Committee.

Payment

- The role of the consumer representative will be a voluntary role however incidental cost such as parking, travel (public transport) etc. may be reimbursed. Cost must be agreed prior to expenditure.
- Opportunities for Professional development relevant to Consumer Engagement will be provided. This may include conferences and attendance at training.

Evaluation

- Each year the Chairman will meet with each committee member to review their contributions

Agreement:	I have read, understood and agree to comply with this job description.	
	Name:	
	Signature:	
	Date:	

Date Reviewed: TABLED AT EPC CONSUMER ADVISORY COMMITTEE 20/8/20
To be reviewed in February 2023