

Position Details			
Position Number:	678473		
Position Title:	Consumer/community Member – District Consumer and Community Council (DCCC)		
Cost Centre:	N/A - Volunteer	(Cost) Percentage:	N/A
Organisation:	South Eastern Sydney Local Health District		
Location:	Various		
Facility:	South Eastern Sydney Local Health District		
Are multiple Awards relevant to this position?	No		
Award:	N/A - Volunteer	Classification:	N/A
Registration and Licence requirements:	N/A		
Specialty Code:	N/A		
Vaccination Category:	Vaccination Category B		
Responsible to:	Manager, Community Partnerships		
Responsible for (staff):	N/A		
Position Description Approved/Reviewed :	Julie Dixon, Director Planning, Population Health and Equity		

## Primary Purpose of the Position

The role of the SESLHD District Consumer and Community Council (DCCC) is to contribute to the health and wellbeing of people living within the SESLHD region as well as people from outside the region who access our services. The Council will achieve this by ensuring a clear and diverse consumer voice and community perspective is at the centre of everything we do and integrated into all programs and services provided by SESLHD.

The Consumer/community member of the DCCC will provide an informed consumer/community perspective to the DCCC. The consumer/community will be an advocate for the consumer experience of health care and/or represent a broad view of the communities' strengths and healthcare needs (including preventative healthcare).

## Key Responsibilities

The role of the consumer/community member encompasses the following but is not limited to:

- Advising the Council on the best way to ensure consumers/community members have appropriate opportunities to engage and participate in the planning, design, implementation and evaluation of health services and programs
- Advocating for the whole consumer experience
- Advocating for the disadvantaged and marginalised members of the community
- Assist in identifying gaps in service coordination and integration
- Identifying where there are gaps with groups and localities who do not have a voice that is being heard e.g. with marginalised groups
- Advocating for the testing of programs which address local solutions that strengthen the communities' resilience, health and wellbeing.
- Preparing for meetings including reading / interpretation of meeting papers and contributing any reporting.

- Participating in sub-committees, project working groups or working parties
- Maintaining confidentiality and disclosure of conflicts of interest
- Being reliable and responsible and willing to commit time to attending scheduled meetings
- Undertaking offered education and training to assist in fulfilling the role
- Attending at least four formal and three informal meetings each year.

*These responsibilities are adapted from mandatory responsibilities for all staff:*

- Promote a culture that reflects the SESLHD organisational values of Collaboration, Openness, Respect and Empowerment, through demonstrated behaviours and interactions with council members/patients/community members/and staff
- Participating in training/education activities, and Council performance reviews in order to continuously improve the work and impact of the Council
- Taking reasonable care that their actions do not adversely affect the health and safety of others. Complying with any reasonable instruction that is given to them and with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to the Community Partnerships Unit.

## Key Challenges and Influences

### Challenges/Problem Solving:

It is acknowledged that there are challenges for consumer/community members to consistently bring an informed perspective to the Council. At times, the consumer/community member may require assistance and support in reviewing the papers discussed in the meetings. The District Community Partnership Unit will provide ongoing guidance and support to the consumer/community member and link them with key people. Training and mentoring opportunities will be available for this position.

### Decision Making/Influence:

High levels of participation require regular attendance at the Council meetings. All the members of the Council are required to acknowledge and be respectful of the views and perspectives of each other and ensure that everyone has opportunities to be involved in providing advice and decision-making.

## Selection Criteria

- Experience as a consumer (i.e. user) of SESLHD health services (including as a carer of a SESLHD service user) or is a community member living within the SESLHD geographical area who has community networks.
- The desire to see positive change in the consumer/community experience and health outcomes – for specific services and on a larger scale
- Good communication skills
- The ability to understand (with relevant support) the documentation involved with being a member of the District Consumer and Community Council.
- It is desirable to have experience working with other community groups or networks and/or be a member of a community/group who needs greater representation in our work, for example being a member of an Aboriginal or culturally and linguistically diverse community, have a lived experience of a particular health or wellbeing issue, and much more.

## Employment Screening Checks

- ✓ National Criminal Record Check

## JOB DEMANDS CHECKLIST

This table must be completed for Workplace Health and Safety purposes.

For assistance, contact the relevant [Health Safety & Wellbeing Unit](#)

**Definitions:** \*Denotes a critical requirement of the job

**Frequency:**

<b>I</b>	Infrequent – intermittent activity exists for a short time on a very infrequent basis	<b>C</b>	Constant – activity exists for more than 2/3 of the time when performing the job
<b>O</b>	Occasional - activity exists up to 1/3 of the time when performing the job	<b>R</b>	Repetitive – activity involves repetitive movements
<b>F</b>	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	<b>N/A</b>	Not applicable – activity is not required to perform the job

CRITICAL L *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sitting</b> Remaining in a seated position to perform tasks				X		
	<b>Standing</b> Remaining standing without moving about to perform tasks	X					
	<b>Walking</b> Floor type: even/uneven/slippy, indoors/outdoors, slopes		X				
	<b>Running</b> Floor type: even/uneven/slippy, indoors/outdoors, slopes	X					
	<b>Bend/ Lean Forward from Waist</b> Forward bending from the waist to perform tasks		X				
	<b>Trunk Twisting</b> Turning from the waist while sitting or standing to perform tasks	X					
	<b>Kneeling</b> Remaining in a kneeling posture to perform tasks						X
	<b>Squatting/ Crouching</b> Adopting a squatting or crouching posture to perform tasks	X					
	<b>Leg/ Foot Movement</b> Use of leg and or foot to operate machinery						X
	<b>Climbing (stairs/ladders)</b> Ascend/ descend stairs, ladders, steps, scaffolding	X					
	<b>Lifting/ Carrying</b>					X	
		Light lifting and carrying – 0 – 9kg					X
		Moderate lifting and carrying – 10 – 15kg					X
	Heavy lifting and carrying – 16kg and above					X	
	<b>Reaching</b> Arms fully extended forward or raised above shoulder	X					
	<b>Pushing/ Pulling/ Restraining</b> Using force to hold/restrain or move objects toward or away from body						X
	<b>Head/ Neck Postures</b> Holding head in a position other than neutral (facing forward)	X					
	<b>Hand and Arm Movements</b> Repetitive movements of hands and arms				X		
	<b>Grasping/ Fine Manipulation</b> Gripping, holding, clasping with fingers or hands				X		
	<b>Work at Heights</b> Using ladders, footstools, scaffolding, or other objects to perform work						X
	<b>Driving</b> Operating any motor powered vehicle						X

CRITICAL L *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sight</b> Use of sight is an integral part of work performance e.g. viewing of X-rays, computer screen				X		
	<b>Hearing</b> Use of hearing is an integral part of work performance e.g. telephone enquiries				X		
	<b>Smell</b> Use of smell is an integral part of work performance e.g. working with chemicals						X
	<b>Taste</b> Use of taste is an integral part of work performance e.g. food preparation						X
	<b>Touch</b> Use of touch is an integral part of work performance						

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CRITICAL L *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Distressed people</b> e.g. emergency or grief situations						X
	<b>Aggressive and uncooperative people</b> e.g. drug/alcohol, dementia, mental illness						X
	<b>Unpredictable people</b> e.g. dementia, mental illness, head injuries						X
	<b>Restraining</b> Involvement in physical containment of patients/clients						X
	<b>Exposure to distressing situations</b> e.g. child abuse, viewing dead/mutilated bodies						X

CRITICAL L *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Dust</b> Exposure to atmospheric dust	X					
	<b>Gases</b> Working with explosive or flammable gases requiring precautionary measures						X
	<b>Fumes</b> Exposure to noxious or toxic fumes	X					
	<b>Liquids</b> Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	X					
	<b>Hazardous substances</b> e.g. dry chemicals, glues	X					
	<b>Noise</b> Environmental/background noise necessitates people to raise their voice to be heard	X					
	<b>Inadequate lighting</b> Risk of trips, falls or eyestrain	X					
	<b>Sunlight</b> Risk of sunburn exists from spending more than 10 minutes per work day in sunlight	X					
	<b>Extreme temperatures</b> Environmental temperatures are < 15°C or > 35°C	X					
	<b>Confined spaces</b> Areas where only one egress (escape route) exists						X
	<b>Slippery or uneven surfaces</b> Greasy or wet floor surfaces, ramps, uneven ground	X					
	<b>Inadequate housekeeping</b> Obstructions to walkways and work areas cause trips and falls	X					
	<b>Working at heights</b> Ladders/step ladders/ scaffolding are required to perform tasks						X
	<b>Biological hazards</b> e.g. exposure to body fluids, bacteria, infectious diseases	X					

EXPECTED STANDARDS	ALL STAFF	LINE MANAGERS AND SUPERVISORS	SENIOR MANAGERS
<b>PATIENT SAFETY, RISK MANAGEMENT AND QUALITY IMPROVEMENT</b>	Actively participate in patient safety and ongoing quality improvement programs and practices that promote the best possible health outcomes for patients/clients.	Identify, develop, lead and monitor patient safety, risk management and quality improvement programs to improve the operation and promote the best possible health outcomes for patients/clients. Ensure that National Safety and Quality Health Service Standards are met.	Provide governance and strategic direction for the development, implementation and evaluation of patient safety and quality improvement programs that promote the best possible experience and health outcomes for patients/clients. Ensure that National Safety and Quality Health Service Standards are met.
<b>NSW HEALTH CORE VALUES</b>	Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the NSW Health core values of <b>Collaboration, Openness, Respect, and Empowerment</b> , through demonstrated	Assist workers to identify and model specific behaviours and actions that reflect the NSW Health core values of <b>Collaboration, Openness, Respect, and Empowerment</b> , in the workplace.	Uphold the highest standards of professionalism at all times by performing the functions of the role efficiently, economically, fairly, impartially and with integrity. Actively advocate the NSW Health core values of <b>Collaboration,</b>

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	behaviours and interactions with patients, clients and employees.		<b>Openness, Respect, and Empowerment</b> , to ensure that Local Health District and Government expectations are met.
<b>NSW HEALTH CODE OF CONDUCT</b>	Read and acknowledge individual responsibilities as determined in the Code of Conduct. Acknowledge the Code of Conduct as a framework for professional behaviour, ethical practice and decision-making. Acknowledge and accept a shared responsibility for ensuring that their own behaviour and the behaviour of colleagues meets the standards outlined in the Code of Conduct. Report and express any workplace concerns fairly, honestly and respectfully.	Ensure workers are provided with a copy of the Code of Conduct upon appointment or reappointment. Provide advice to each worker to ensure they understand their responsibilities under the Code of Conduct. Maintain a record of when this occurred.	Model and encourage behavioural expectations as outlined in the Code of Conduct.
<b>HEALTH AND SAFETY</b>	Comply with SESLHD WHS and Injury Management (IM) processes and any measures put in place to protect their health and safety at work. Contribute to and participate in WHS consultation and training initiatives. Contribute to workplace safety planning; including the review and continual improvement processes at a local level through the WHS consultation arrangements.	Implement all elements of the SESLHD health and safety management system. Monitor and evaluate the department's WHS and IM performance. Actively develop workers' WHS performance. Report progress toward and barriers to the achievement of Service WHS and IM targets to senior management.	Apply due diligence to known and emergent WHS risks. Actively engage in service WHS planning and reporting. Set WHS and IM performance targets for the Service. Monitor and measure individual departments' WHS performance against targets.

SESLHD Workforce 2015