

Role Description – consumer representative

Role description

Member of the C&CDHB Consumer Committee Kapiti Health Centre.

Time commitment: 6 number of meetings per year up to 2 hours per meeting.

Remuneration: \$80 per meeting or \$100 per meeting for chair. Reasonable travel expenses as agreed with CCDHB.

Reports to Chair of committee and is accountable to the HHS clinical governance committee

Functional relationships with:

- Senior management, via the HHS clinical governance committee
- Consumer groups, advocates and networks
- Other DHB or NGO Consumer Advisors
- Other DHB or NGO Service Providers/Staff
- Community groups
- Cultural groups.

No direct functional relationship with staff

Objectives of the Position

1. To voice the consumer perspective of matters relating to clinical governance
2. To assist in creating greater understanding between the consumer and CCDHB
3. To support CCDHB to meet consumer needs

Treaty of Waitangi

Our organisation acknowledges and demonstrates commitment to the Treaty of Waitangi as the founding document of Aotearoa New Zealand and the status of Māori as Tāngata whenua. The Treaty is the foundation for the development of biculturalism and Māori mental health throughout our organisation.

Key Tasks and Areas of Responsibility

Generic

Kapiti Health Centre Scheduled Meetings

- Meetings to be (TBC)
- To be held 2 monthly
- Meeting to startam –am (TBC)

Treaty of Waitangi

Objective: To respect and uphold the Treaty of Waitangi.

Description	Performance Indicators	Other Information
Ensure the articles and principles of the Treaty of Waitangi are incorporated into all work undertaken.	Work practices demonstrate and are consistent with the organisation's commitment to the implementation of the Treaty of Waitangi. There are partnerships, consultation and shared decision making with Māori.	
Act in a culturally safe manner and ensure that consumers who participate in meetings and forums are aware of how to obtain cultural support.	Consumers are culturally safe.	<i>The Consumer Advisor is aware of and respects people's cultural beliefs and practices.</i>

Note: *the following are representative of activity, and will not be required all of the time.*

Service Planning, Development and Delivery

Objective: To facilitate effective consumer participation in the organisation's service planning, development and delivery.

Description	Performance Indicators	Other Information
Engage with CCDHB in a collaborative manner to promote best practice within CCDHB	Active, regular participation in Consumer committee. More than 3 consecutive meetings missed will be considered resignation from the committee.	<i>Includes attending regular management team, quality and auditing meetings.</i>
Voice the needs and concerns of people who use the organisation's services to senior management and clinical staff, and advocate for the services to be improved as appropriate.	The opinions and concerns of people who use the services are communicated within the consumer advisory committee meetings and any recommendations are forwarded to the HHS clinical governance committee via the chair.	<i>This may include participation in other meetings or forums to express this view, or support others to express their view</i>
Promote health, illness prevention and awareness throughout the organisation, with a focus on initiatives that reduce discrimination associated with illness and accessing services.	Consumer participation in the committee and suggesting activities promote health and contribute to reducing discrimination and/or barriers to accessing services experienced by consumers.	

Service Evaluation

Objective: To facilitate appropriate and effective consumer participation in all aspects of the evaluation of the organisation and its services.

Description	Performance Indicators	Other Information
Ensure appropriate consumer feedback on the organisation's services is gained.	Written evidence regarding consumer opinion and satisfaction with the services is available and can be utilised for continuous quality improvement.	<i>This to include feedback on the consumer advisor's role.</i>

Policy Advice

Objective: To facilitate effective consumer participation in strategic and business planning, the development and implementation of all policies, and the preparation of proposals, submissions and papers.

Description	Performance Indicators	Other Information
Utilises systemic advocacy approaches and processes to further develop consumer participation at all levels of the organisation at all levels.	Increasing numbers of consumers participating in the decisions made within the organisation.	
Provide consumer advice to strategic and planning processes.	The strategic and business plans have a consumer perspective.	

Networking and Relationship Development

Objective: To ensure people who use the services and other key stakeholders have a process for receiving and sharing information, and participating in activities relating to the service.

Description	Performance Indicators	Other Information
Promote ongoing relationships between the organisation, and other services and community services.	Functional relationships with key stakeholders are evident.	

Reporting and Accountability

Objective: To implement and maintain effective processes for reporting on the job and identifying and addressing any issues that arise in the course of the work. (for the chair)

For members of committee: contribute to the effective process for reporting

Description	Performance Indicators	Other Information
Keep adequate and appropriate documentation.	Written documents and records are evident and are stored in an appropriate and retrievable	<i>Administrative support is provided via the chair</i>

Description	Performance Indicators	Other Information
	manner.	
Provide timely and concise reports. (for the chair)	See Terms of reference	<i>Administrative support is provided to the chair</i>
Contribute to internal information and communication processes as and when appropriate.	articles for the organisation's newsletter are submitted as appropriate.	
Any conflict of interest is managed	Conflicts of interests are declared at the beginning of each meeting. Where necessary will not take part in discussion	<i>From time to time conflict of interest may occur as it is not possible to predict all agenda items that may be discussed.</i>
Ensure that any Conflicts of Interests are disclosed and managed appropriately.		

Acceptance of the role Description

Signed:

Consumer Committee Representative

C&C DHB Representative

Date: