

Position Title: Assistant Director – Consumer Partnerships and Experience

Campus: All Campuses

Directorate: Chief Nursing and Midwifery

Department: **GH** Quality

Reporting to: Director, Quality and Innovation

Direct Reports: GH Consumer Partnership and Experience Lead

Indirect Reports: GH Quality Partners and Quality Affiliates allocated to the work group

Appointment Terms/Conditions:

Classification and Code: **ZE9 NM6B Deputy Director**

Enterprise Agreement: Nurses and Midwives (VPS) (Single Interest Employers) Enterprise Agreement 2020 – 2024

Allied Health Professionals (VPS) (Single Interest Employers) Enterprise Agreement 2021 – 2026

Medical Scientists, Pharmacists and Psychologists (VPS) (Single Interest Employers) Enterprise Agreement 2021 - 2025

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

Grampians Health (GH) believes that working in partnership with our consumers and community is an important component to improving health outcomes. Grampians Health recognises the opportunities that present when we listen to consumers and work as equal partners to shape decisions about healthcare planning, design, delivery and evaluation.

The Grampians Health **Assistant Director – Consumer Partnerships and Experience** is responsible for the development and implementation of participation approaches which recognise and strengthen the influence of the 'consumer voice' at a direct, service and system level. The role also has responsibility for the effective delivery, development and evaluation of the GH Consumer Participation Framework, all consumer participation programs and activities including feedback mechanisms and will build effective external partnerships which help GH deliver its strategic plan. The role leads the workgroup of Quality Partners and Quality Affiliates as allocated.

The Assistant Director- Consumer Partnerships and Experience works closely with the Quality leadership team, and the GH Director Quality & Innovation to develop and implement systems and processes for safe, effective, connected personal care. This position works across the whole organisation and can be located at any campus.

KEY ACCOUNTABILITIES

Consumer Partnership

- Build effective external partnerships which support consumers and contribute to the GH vision of safe, effective, connected personal care
- Deliver systems and processes which engage consumers and partners in organisational service planning, design and governance
- Develop and deliver evidence-based projects which support GH's commitment to community and consumer participation
- Ensure governance systems promote the effective delivery of health care, empower consumers and contribute to improvements in health outcomes
- Lead the development of systems and processes designed and used to support consumers to be equal partners in healthcare planning, design, measurement and evaluation
- Provide leadership in the development of effective consumer feedback systems to enable feedback that is responded to promptly and used to improve service
- Establish and maintain positive working relationships with key community stakeholders, including those supporting disadvantaged communities, to identify opportunities for GH to contribute to increased health literacy
- Oversee consumer focused activities and services, including the Consumer Hub, Consumer Reference Groups and the Consumer Participation program
- Provide high quality data sets to Operational, Governance and Board committees to advise and inform about Grampians Health quality and safety performance
- Lead Open Disclosure and Duty of Candour processes to enable the health service and clinicians to communicate openly with consumers following unexpected healthcare outcomes and harm
- Create opportunities for experienced based co-design activities to exist which focus on the use of Consumer experiences and stories to gain a deep appreciative understanding of strengths and opportunities within our systems
- Work within, and promote the Grampians Health Governance Framework

Consumer Experiences

Leads consumer feedback systems and processes across GH ensuring that all complaints, compliments, and other feedback are handled according to the GH Feedback policy and guidelines and consistent with all relevant care standards and regulatory requirements, where effective and timely reporting, investigation, and follow up of feedback always occurs.

Work closely with service and unit/department managers to respond to consumer feedback in a timely, appropriate, and effective way.

Liaise and work closely with the medico legal and clinical safety and risk teams in incident and /or medico-legal matters identified through the feedback process

Develop the feedback module of the RiskMan data base providing accurate records of the feedback management of each item of feedback

Provide feedback management and related education and training to GH staff through active participation the organisation professional development and in-service programs and other mechanisms as required

Lead the evaluation feedback and to ensure feedback informs continuous Quality Improvement and the consumer experience

Workforce Development

- Drives our strategic planning and response
- Manages our workforce, processes and finances to enable delivery of our strategy
- Includes learning health networks that target specific priorities and areas of risk and bring clinicians, consumers, academics and improvement specialists together with the aim to have a deeper and more sustained impact on safety and patient outcomes
- Develops evidence-based guidance for clinicians
- Engages purposefully and systematically with consumers, clinicians, health services and subject matter experts to ensure quality and safety improvement is a key agenda across the state
- Builds capability and skill in improvement, co-design and clinical governance across the health care system to align safety and improvement
- Support Grampians Health to ensure appropriate data stewardship
- Promote the principles of co-design in clinical practice across Grampians Health
- Promote the principles of co-production in all GH service development.
- Provide education and training to enable staff to encourage consumers to participate in their care to the extent they wish
- Model Grampians Health values and above the line behaviours at all times

Quality Improvement Culture

- Specialises in healthcare improvement and co-design and innovation
- Leads results-oriented improvement collaboratives in priority areas in partnership to improve health outcomes for consumers
- Ensures the consumer voice is central to our work
- Builds a sustainable network of improvement (both healthcare workers and lived experience) to enable continuous system improvement and innovation
- Implement, develop and evaluate activities to ensure that GH meets its mandatory compliance requirements in partnering with Consumers
- Socialise, monitor and evaluate the GH Consumer Participation Framework

- Ensure there is Consumer representation on the key governance and operational committee meetings and working groups
- Use quality improvement systems to monitor, review and improve processes for partnering with consumers
- Monitor, report and celebrate GH achievements as part of its Consumer Partnership Framework
- Collaborate in order to use data to inform quality improvement initiatives
- Work collaboratively with all staff to promote a continuous improvement culture
- Use organisation-wide risk management systems to identify, monitor, manage and review risks associated with partnering with consumers
- Ensure GH has communication mechanisms that are tailored to the diversity of the consumers who use its services and, where relevant, the diversity of the local community
- Identify risk and make recommendations based on evidence to Grampians Health staff and groups to improve consumer safety
- Promote an open safety and just culture that enables reporting, discussion and mitigation of coaching safety issues
- Supports improvement science methodologies to seek clarification, understanding and build a foundation of shared understanding

Safety & Innovation Performance

- Support and work within the Grampians Health governance framework through membership and participation at nominated committees and forum
- Contribute to, and support, the implementation of the GH Quality Strategic plan
- Achieve the Key Performance Indicators (KPI) specific to this role
- Monitor, measure and evaluate consumer partnerships – through mechanisms such as recording patient experience and patient-reported outcome measures to ensure that the partnerships are meeting the needs of the community and consumer
- Develop and monitor work requirements for the Australian Open Disclosure Framework, the Statutory Duty of Candour and other relevant regulatory frameworks.
- Support the development, monitoring and reporting of all Grampians Health quality and safety performance indicators and activities
- Participate in groups and committees within the region and state as directed by line manager
- Attend and actively contribute to team meetings
- Manage the performance and development of accountable staff
- Coach to improve the capability of all Grampians Health staff in quality and improvement
- Ensure the work of the team is completed in a timely manner
- Build strong relationships at a strategic level across the organisation

Professional Development

- Participate in own professional development coaching conversation with the Director, Quality & Innovation on an annual basis
- Participate in monthly accountability meetings with the Director
- Monitor new developments within Consumer engagement through journal review and participation in internal and external educational opportunities

- Demonstrated commitment to continuing professional development

General Accountabilities

- Compliance with all Grampians Health Policies and Procedures
- Adherence to infection control policies and procedures as identified in the Grampians Health Infection Control Manuals
- Participation in the Grampians Health integrated risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleagues
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health
- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees
- Grampians Health is committed to a patient/client centred approach in the provision of health care and services, consistent with the Grampians Health values, mission and vision. It is expected that you demonstrate the core values of patient centred care in every interaction with patients, carers and colleagues

KEY SELECTION CRITERIA

Qualifications and experience

- Minimum five years' experience in managing customer/consumer experience and/or consumer and community participation programs for a large or complex organisation
- Proven experience in the development, delivery and evaluation of consumer and/or community engagement programs
- AHPRA registration or relevant professional membership essential. It is preferred you hold a clinical health professional title
- Relevant post-graduate qualifications or working towards are preferred
- Experience and proven capacity to lead, coach and manage organisation wide change
- Experience in planning, coordinating and conducting education and training in a health or human services context
- Experience and demonstrated capacity to work closely and communicate effectively with all members of the organisation
- Experience and demonstrated ability to manage large or complex projects to achieve expected outcomes within timelines
- Blend of both strategic and tactical thinking, capable of identifying and developing partnerships opportunities aligned to the GH vision and strategy
- Exceptional communication skills and attention to detail with the ability to build strong relationships both internally and externally
- Strong people management experience with a collaborative spirit
- Consumer and stakeholder management experience

- Experience liaising with and working with government and non-government agencies
- Highly developed collaboration, negotiation, relationship building and stakeholder management skills
- Commitment to improving customer experiencing with expertise in brand and reputation management
- Proven budget management experience
- Proven experience in leading and developing high-performing and professionally diverse teams

Technical/Professional Knowledge and Skills

- Excellent written, oral, research and presentation skills
- Demonstrated, high-level leadership skills and experience in managing, supporting and developing teams
- Excellent people skills and the ability to nurture and maintain strong relationships with diverse stakeholders
- High level organisational skills with a proven ability to manage competing tasks
- Excellent understanding of, and willingness to keep abreast of, the broader issues impacting the Australian health sector
- Experience in a healthcare or government organisation will be highly regarded
- A demonstrated understanding of and commitment to, consumer safety and person-centred care.
- Advanced Microsoft Office skills (Word, Excel, PowerPoint, Visio, Project and Outlook)
- Well-developed research and analytical skills with the capacity to translate research into practice
- Excellent writing, editing and proofreading skills with the ability to produce high quality written reports and correspondence
- Advanced Microsoft Office skills (Word, Excel, PowerPoint, and Outlook)
- Excellent writing, editing and proof-reading skills with the ability to produce high quality written reports and correspondence
- Continuous Improvement: Originating action to improve existing conditions and processes; identifying improvement opportunities, generating ideas, and implementing solutions
- Planning & Organising: Establishing courses of action for self and others to ensure that work is completed efficiently

Personal attributes

- Adaptability: Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures
- Leadership Disposition: Demonstrating the traits, inclinations, and dispositions that characterize successful leaders; exhibiting behaviour styles that meet the demands of a leader role.
- Work Standards: Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
- Stress Tolerance: Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organization

Interpersonal skills

- Communication: Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message
- Building Strategic Working Relationships: Developing and using collaborative relationships to facilitate the accomplishment of work goals

- **Negotiation:** Effectively exploring alternatives and positions to reach outcomes that gain the support and acceptance of all parties
- **Developing Others:** Planning and supporting the development of individuals' skills and abilities so that they can fulfil current or future job/role responsibilities more effectively

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected by their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.