

POSITION DESCRIPTION

Position Title:	Best Experience Consumer Partnerships Assistant
Business Unit/Department:	Best Experience
Division:	Diversity, Equity & Inclusion
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 1 – Level 1 to Level 5 (HS1 to HS17)
Reports To:	Best Experience, Operations Manager
Direct Reports:	N/A
Date Prepared/Updated:	1 July 2025

Position Purpose
<p>The Best Experience Consumer Partnerships Assistant is responsible for coordinating consumer participation across the organisation. The role will support and coordinate structures and processes to facilitate partnerships between staff and advisors and ensuring they are supported in developing meaningful engagement activities.</p> <p>The role will support the delivery of the Best Experience Framework, and Consumer and Community Engagement Framework within Western Health. The role is integral to the coordination of activities, training and resource provision to ensure equity and inclusion for consumer advisors.</p> <p>The role works across multiple sites including the possibility of undertaking community outreach activities. This role will suit someone with lived experience, particularly those with experience or understanding of intersectional identities, including LGBTIQ+ people, First Nations peoples, people with cultural, racial or spiritual diversity, people with disability and/or neurodiversity.</p>
Business Unit Overview
<p>The Best Experience Division is within the Nursing and Midwifery Directorate. The Nursing and Midwifery Directorate provides professional leadership to Western Health's nursing and midwifery workforce, supporting professional practice, ensuring high quality, innovative evidence-based nursing/midwifery care to Western Health care recipients. The directorate advances nursing and midwifery research and learning opportunities, supporting the application of innovative research-based approaches with a focus on translating research into nursing and midwifery practice. The Directorate also has operational responsibility for Best Care Governance & Support, Nursing & Midwifery Workforce Unit, Infection Prevention, and a number of expert nurse consultants.</p> <p>The Best Experience Division focus areas are:</p> <ul style="list-style-type: none"> • Aboriginal Health Unit – Wilim Berrbang • Consumer Partnerships • Disability Liaison Service

Our Vision

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- Gender, Sex and Sexuality Liaison Service
- Best Experience Framework 2024-28 and subsequent frameworks
- Best Experience: Diversity, Equity and Inclusion Strategies

The Aboriginal Health Unit, Wilim Berrbang team, consists of the Manager of Aboriginal Health, Policy and Planning, the hospital based team consisting of team leader, Aboriginal Health Liaison Officers (AHLO), Koori Maternity Service and Cultural Safety Lead; and the Custodial Health team consisting of team leader and AHLOs.

The Consumer Partnerships team provides oversight for all consumer recruitment, training and support, and engagement activities. It also provides training and guidance to staff on best practice consumer engagement strategies to improve quality and safety and improve health outcomes. Partnerships with local communities and community organisations further enhances the diversity of consumer voices which enables effective representation of Western Health's patient population. The unit leads the organisation's response to the NSQHS accreditation standard "Partnering with Consumers" to provide services that are responsive to the needs of the community.

The Disability Liaison Service provides disability specific support for people who require patient navigation or reasonable adjustments to access the Western Health services and sites. The Disability Liaison Officers provide disability-specific secondary consultation and expert advice for Western Health patients, advocacy around systemic barriers to access, education and training.

The Gender and Sexuality Liaison Service delivers clinical support to consumers of diverse sexualities and genders and peer support for workforce. The service is responsible for service improvements in line with the Pride in Health and Wellbeing Equality Index, the Gender Equality Action Plan, and capacity building for the workforce related to LGBTIQ+ affirming practice.

The Best Experience Division has lead responsibility with People & Culture for delivering the Best Experience Framework and related action plans. Underpinning the focus of equity and inclusion is the right of all Western Health patients, visitors, staff and volunteers to feel welcome, respected, and safe within our hospitals.

Key Responsibilities

Consumer Coordination

- Coordinate consumer advisor communication
- Coordinate the consumer advisor recruitment process
 - Advertising
 - Interviews
 - Reference checks
- Support and empower consumer advisors and broader consumer advisor team culture
- Coordinate and record consumer advisor engagement requests
- Facilitate staff/consumer introductions via 'meet and greet'
- Complete comprehensive documentation on consumer engagement activities and diversity data for annual reports
- Attend and supervise when relevant, consumer engagement activities: meetings and forums
- Maintain the Consumer Information Review process for the organisation
- Facilitate 2-3 consumer advisor events annually.
- Assist in the remuneration process of consumer advisors, ensuring accurate recording

Other duties as required including

- Participation in relevant community of practices
- Research and analysis of community issues, needs or problems;
- Development and maintenance of networks
- Liaison with community groups
- Preparation and distribution of written, audio-visual and other material as required
- Administrative tasks associated with the Partnering with Consumers accreditation standard

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<p>In addition to the key responsibilities specific to your role, you are required to deliver on the Key Organisational Accountabilities which are aligned with the Western Health strategic aims.</p>
<p>Key Working Relationships</p>
<p>Internal:</p> <ul style="list-style-type: none"> • Best Experience Operational Admin Assistant • Consumer Advisors • Lived and Living Experience Workforce • Operations Manager, Best Experience • Director, Best Experience • Best Experience Division • Director of Nursing and Midwifery • Language Services Manager • Community Engagement & Volunteers, Manager/team • Community Engagement team, Western Public Health Unit • Community Engagement team, Western Foundation • Aboriginal Health, Policy and Planning Manager / team (Wilim Berrbang) • Public Affairs team • Best Care Division <p>External:</p> <ul style="list-style-type: none"> • Consumer and patient experience networks • Relevant government departments i.e. Safer Care Victoria, Health Voices Victoria, VCCC • Community groups
<p>Selection Criteria</p>
<p>Essential:</p> <ul style="list-style-type: none"> • Relevant qualification and/or equivalent experience working in the areas of consumer engagement, diverse populations or health literacy. • Demonstrated ability to communicate effectively (written and verbal) to diverse audiences, including those from different cultural backgrounds, and contexts. • Experience in producing high quality and concise reports for a various audiences. • The ability to develop rapport and working relationships with a range of stakeholders with different personalities and interests. • The ability to offer and receive constructive feedback. • A team-mind approach collaborating with internal and external stakeholders to achieve common goals. • Compassion and empathy for others and commitment to health equity. • High level of organisation and maintenance of data collection/documentation. <p>Desirable:</p> <ul style="list-style-type: none"> • Lived Experience • Previous advocacy work • Flexibility to work remotely as required
<p>Additional Requirements</p>
<p>All employees are required to:</p> <ul style="list-style-type: none"> • Obtain a police/criminal history check prior to employment • Obtain a working with children check prior to employment (if requested) • Obtain an Immunisation Health Clearance prior to employment • Report to management any criminal charges or convictions you receive during the course of your employment • Comply with relevant Western Health clinical and administrative policies and guidelines. • Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures

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- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2023
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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