



## NORTHLAND HEALTH CONSUMER COUNCIL (NHCC) VOLUNTEER POSITION DESCRIPTION

**Title:** Northland Health Consumer Council (NHCC) Member

**Reports To:** Chairperson NHCC

### POSITION DESCRIPTION

The NHCC composed of volunteer consumer representatives is a committee reporting to the Northland District Health Board (DHB) Executive Leadership Team through the Northland DHB Chief Executive Officer.

A volunteer consumer representative is a person who has used, has been affected by or is entitled to use the Northland health services.

The purpose of the NHCC is to work collaboratively with the Northland DHB to develop effective partnerships and communication pathways between consumers and the DHB. Through true partnership, NHCC provides a strong and viable voice for the community and consumers so that they can be engaged in health service planning and delivery. The Council seeks to enhance consumer experience and service integration across the sector, promote equity and ensure that services are organised around the needs of people.

### DUTIES AND RESPONSIBILITIES

- Identify and advise on issues requiring consumer and community participation, including input into the development of health service priorities and strategic direction, the elimination of inequities, and the enhancement of patient safety and clinical quality.
- Review and advise on reports, developments and initiatives relating to health service delivery, future service design, and the availability and/or dissemination of health related information.
- Ensure regular communication and networking with whanau, the community and relevant consumer groups for the purposes of informing and achieving the work of the NHCC
- Link with special interest groups, as required for specific issues and problem solving.
- Ensure and enable appropriate consumer participation across Northland.
- Attend monthly meetings or as requested by the NHCC Chairperson. Meetings may be held out of business hours to enable attendance by Council members in employment.
- Minimum commitment of one year required



## **PERSONAL QUALITIES**

Consumer representatives should exhibit characteristics of maturity, reliability, the ability to earn trust and maintain confidentiality, good listening skills, effective verbal communication and empathy. Members will have diverse backgrounds, contacts and networks, knowledge and skills, and will be passionate about consumers being able to access the best possible services and care from the Northland health sector. Although appointed to reflect the consumer voice in a particular area of interest (for example Maori health, women's health, child health, mental health) they will not be regarded as representatives of any specific organisation or community.

Personal experience with medical, health and/or disability problems or experience with people who have these problems would be an asset. Experience of participation in a committee is not necessary but would be an asset.

## **QUALIFICATIONS AND REQUIREMENTS**

- Willing and able to:
  - Provide application information and participate in a selection interview
  - Participate in NHCC Orientation
  - Authorise a police record check
  - Sign a confidentiality commitment

## **HONORARIUM AND REIMBURSEMENT OF COSTS**

Members attending face to face council meetings during their ordinary paid time will not receive payment for meeting attendance if employed in the health sector and attendance is approved by their organisation. Members attending during unpaid time shall receive an honorarium to recognise time commitments. Reasonable travel expenses shall be reimbursed. Travel will be kept to a minimum through the use of video conferencing.

## **BENEFITS TO VOLUNTEER**

- Personal growth
- Experience in the health/social service field
- Opportunity to provide input into the development of Northland health services.

## **NDHB SUPPORT TO COUNCIL MEMBERS**

- Health Quality and Safety Commission Consumer Training will be provided to NHCC members. This will require equivalent of approximately four days training.
- Secretarial support will be provided to the group
- Northland DHB staff will be available to provide advice or report to the NHCC on request
- Should any NHCC members have specific needs to enable them to participate effectively Northland DHB will endeavour to meet these needs.