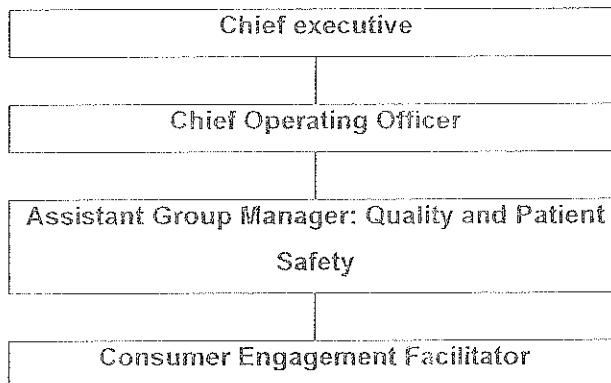


Position description

Position title: Consumer Engagement Facilitator
 Delegation level: Six
 Responsible to: Assistant Group Manager: Quality and Patient Safety

Place in organisation



Vision (Te Matakite)

Building healthy communities - Te hanga whaioranga mo te iwi.

Mission (Te Whakatakanga)

Waikato DHB will ensure community involvement at all levels and will focus on:

- increasing wellness through prevention, promotion and awareness activities
- ensuring equitable access to high quality health and disability support services.

Values

- Acknowledging the diversity of Waikato communities.
- Self responsibility.
- Personal and professional growth of the workforce.
- Inclusive and honest communication.
- Respect for each other.
- Enhancing the health and independence of Waikato people.
- Striving for excellence.

Code of conduct and employee expectations

- Respect the rights of others.
- Carry out duties in a professional manner.
- Act in a fair, responsible, trustworthy, and legal manner.
- Perform duties honestly with impartiality.
- Waikato DHB's code of conduct incorporates the State Services standards of integrity and conduct, and sets expectations relating to employee conduct.

Purpose of the position

- To lead and facilitate the development of consumer engagement across the organisation, influencing and negotiating changes to practice to improve and develop service quality
- To develop and implement a comprehensive consumer engagement framework across the organisation
- To support and enable consumers to actively engage in a range of activities at an individual, service and strategic level

Organisational accountabilities

- Support the consumer engagement agenda, developing consumer engagement policies and ensuring that processes are in place for effective consumer engagement across the DHB
- Formulate and lead the consumer engagement planning process ensuring that the DHB is working to an agreed evidence based plan addressing the priorities for consumer engagement for the upcoming year
- Ensure the organisation wide learning is embedded through dissemination and follow up of recommendations arising from consumer feedback, reporting to the BoCG on a regular basis
- Analyse and present information gained from consumer engagement activity eg. Consultation processes, feedback and investigation of complaints in order to advise the Board of Clinical Governance via the AGM Quality and Patient Safety where improvements are required.
- Maintain a register of consumer engagement activity with evidence of changes and improvements to continue to inform future practice and direction
- Ensure compliance with the relevant Health and Disability Service Standards across the organisation and support the certification process and other relevant external assessment processes
- Liaise with others who are improving consumer engagement regionally and nationally to facilitate the learning and sharing of good practice in engagement theories and approaches for staff within the DHB.
- Act as a resource for all staff at all levels in the practical application of consumer engagement methodology, to include seeking feedback on patient and consumer experiences, dealing with complaints and engaging communities in service improvement in order to ensure that the DHB continues to develop a positive patient and family centred culture.
- Complies with the Waikato DHB Corporate Records Management policy requirement to create and maintain full and accurate records.
- Complies with their delegation of authority in terms of what they can approve and what requires a higher delegation.
- Leads by example and ensures compliance with all established health and safety frameworks and systems for achieving best practice in hazard management within own department.
- Participates in quality improvement methodologies and techniques and uses them to improve the quality of care.
- Makes decisions in conjunction with clinical staff.
- Contributes to the risk plan and assists in its implementation.
- Ensures compliance with the established and maintained frameworks (e.g. policies) for achieving risk management and legal compliance.
- Ensures that staff uphold Treaty of Waitangi principles of partnership, participation and active protection, that they adhere to tikanga best practice guidelines, and practice is aligned with policy direction in relation to Māori health gain.

Qualifications and experience

- Tertiary qualification in management, health science – preferably post graduate
- Minimum of two years work experience in a position which informs or is responsible for

carrying out consumer engagement activities and quality improvements

- Can demonstrate the application of a number of consumer engagement methods to achieve quality improvement and can demonstrate that changes have been made as a result of their use.
- Experience undertaking analysis of feedback, identification of themes and preparing improvement plans with consumers and staff
- Ability to work across a number of organisations and diverse consumer / user groups
- A highly visible facilitator who can influence behaviour, motivate others and act as a role model for patient and family centred care across the organisation
- Demonstrates experience of working with diverse groups in acute / community settings

Organisational leadership/ management / behavioural competencies

Contribution

- Models and shares the vision, values and expectations with others.
- Leads a team that provide safe and quality service delivery for patients/clients/ customers.
- Uses robust and inclusive recruitment processes to engage staff, consumers and their families

Self and others

- Builds rapport and understands what motivates staff across the organisation.
- Relates and presents well to people and deploys various strategies to manage through challenging interactions
- Treats people fairly and equitably
- Deals with issues, people or situations, in a timely and appropriate way.

Relationships

- Creates a climate where people strive to do their best and enables people to be accountable for their work.
- Maintains effective relationships with peers and is direct, respectful, inclusive and honest.

Getting results

- Provides clear direction, assigns and reassigns work depending on progress, results and resources, and encourages and provides actionable feedback.

Leading change

- Is open to change and creates an environment which allows others to conceive of and implement change.

Scope of position

Relationships

- Internal: Managers, clinicians and staff in the DHB
- External: Community agencies, other DHBs, patient advocates and representatives

Staff reporting

- Number of direct reports: Nil
- Number of indirect reports: Nil
- Total budget: Nil

