

E ngā mana, e ngā reo, e ngā karangaranga o ēnei maunga whakahī, nei rā te mihi ki a koutou.

We have an exciting opportunity for three Consumer Advisors to join our Consumer Experiences Council at Te Whatu Ora Health New Zealand – Te Toka Tumai Auckland.

The Consumer Experiences Council is a key part of putting people, patients and whānau at the centre in everything we do.

As a Consumer Advisor, you represent the voice of your communities to help improve patient experience and health outcomes. Your role is to shape and support strategic decision-making work alongside our Chief Health Quality Risk and Safety Officer, and other senior leaders.

The Consumer Experiences Council Consumer Advisors are a high-performing team of seven dedicated community people working to gather and share stories and experiences of care. This work helps the needs and preferences of patients and whānau be well understood, and supports Te Toka Tumai Auckland to meet those needs to a high standard and deliver quality health care that is patient centred and that matters to people.

About the role of Consumer Advisor

- Consumer Advisor is a voluntary-based role appointed for two years, with an option to continue for a further two years.
- There are ten meetings a year, for which you will be paid.
- You will receive excellent support from the team at Te Toka Tumai Auckland, including orientation to our Te Tiriti o Waitangi-based framework for patient and whānau-centred care.
- You can also give time to projects that are important to patients and whānau
- You will help oversee data and evidence related to consumer engagement activities at Te Toka Tumai
- Your experience and expertise will support patient-centred high quality health care that matters to people in our community
- You will advocate for service and building design that supports better access to the health system.

About you

You are a community-minded person with a personal story of the health system, and the following attributes:

- Respect for Māori as tangata whenua and Te Tiriti o Waitangi as our nation's founding document.
- Live our values of Haere Mai (Welcome), Manaaki (Respect), Tūhono (Together) and Angamua (Aim High)
- We are particularly keen to hear from mana whenua, rangatahi Māori, people with experience of mental health services and disability services
- Advocacy expertise developed within communities facing inequitable health outcomes or cultural safety issues in the health system i.e. Māori, Pacific people, youth, people with a disability, LGBTQI+ or migrant, Asian and refugee communities.
- Enjoys building strong relationships through effective collaboration

At Te Toka Tumai Auckland we strive towards health equity and strongly encourage applicants from Māori and Pacific communities. We value the rich diversity within the population we serve, and welcome applicants from diverse backgrounds.

If you want to know more, or to have a conversation about this role please feel free to contact Vanessa Duthie (ko Ngāti Awa te iwi) ph 021 021 317 439 or email vanessad5@adhb.govt.nz.

Vanessa Duthie

Ngāti Awa

Consumer Experience Team Manager

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