

ROLE STATEMENT

Consumer Advisors: Consumer Experiences Council

KEY PURPOSE: To ensure the Consumer Experiences Council supports Te Toka Tumai Auckland to advance key strategic priorities related to “People, patients and whānau at the centre” by representing the broader needs of our diverse community.

ACCOUNTABLE: Chief Quality, Safety and Risk Officer- Executive Sponsor

KEY CONTACT: Consumer Experience Team Manager

KEY SELECTION CRITERIA:

1. Carries whakapapa-based connections to local mana whenua in the Te Toka Tumai Auckland region.
2. Recent or current patient or whānau experience of care and treatment at any service of Te Toka Tumai Auckland.
3. Demonstrates interest in broader health and wellbeing planning, performance improvement, co-design, and programme evaluation to address current health system inequities.
4. Demonstrates understanding of mana motuhake (self-directed care) and what this means for individual patient and whānau care, treatment and other health and well-being choice and decision making
5. Proven ability to advise, review, analyse and comment on matters relating to health care service provision that support equity, equality, and access from the view of patient experience.
6. Recent or current experience in patient or whānau or community representation and advocacy in other health and community organisations.
7. Experience using data and information to inform committee decision making.
8. Commitment level to attend and participate actively and constructively in meetings respecting the views and contribution of others, including patient, whānau, community representatives and staff.
9. Demonstrates ability to articulate the story of their personal (individual or whānau) experiences of illness and treatment received at Te Toka Tumai Auckland to illustrate improvement opportunities that would likely enhance the overall healthcare experience for many.
10. Demonstrates ability to consider a range of factors when advising on strategies supporting patient and whānau centred care at Te Toka Tumai Auckland including fluctuating and increasing demand for some services, policy, and financial matters, staffing and other barriers potentially impacting on patient and whānau experience.

OTHER REQUIREMENTS:

Submission of a formal application for interview and referee check if short listed; If successful, satisfactory completion of a national criminal background check

Undertake formal orientation and training to the Consumer Experiences Council before attendance at first meeting.

The length of the appointment is two years with the opportunity for reappointment for a subsequent two-year term. The CEC intend to develop and implement a “retire by rotation” system to ensure continuity and preservation of knowledge.

Attend at least 75% of scheduled meetings. If circumstances change and prevent attendance, work with the Consumer Experience Team Manager to look for alternative options for participation. If in the best interest of the Council, be willing to step down should personal circumstances around availability change.

Maintain confidentiality about the work of the committee and the issues discussed as required.

Comply with relevant Te Toka Tumai | Auckland policies and guidelines, including patient and whānau remuneration.