

## Position Description

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| Position Title             | Experience and Engagement Manager                                                                                                                                                                                                                                                                                                                   |
| Position Number            | 30011385                                                                                                                                                                                                                                                                                                                                            |
| Division                   | Quality and Risk                                                                                                                                                                                                                                                                                                                                    |
| Department                 | Consumer Experience and Engagement                                                                                                                                                                                                                                                                                                                  |
| Enterprise Agreement       | Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-26<br>Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028<br>VPHS (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2025-2027 |
| Classification Description | Dependent on qualifications                                                                                                                                                                                                                                                                                                                         |
| Classification Code        | Dependent on qualifications                                                                                                                                                                                                                                                                                                                         |
| Reports to                 | Director Quality and Risk                                                                                                                                                                                                                                                                                                                           |
| Management Level           | Tier 3 - Business Manager                                                                                                                                                                                                                                                                                                                           |
| Staff Capability Statement | Please click here for a link to <a href="#">staff capabilities statement</a>                                                                                                                                                                                                                                                                        |
| Mandatory Requirements     | <ul style="list-style-type: none"> <li>National Police Record Check</li> <li>Immunisation Requirements</li> </ul>                                                                                                                                                                                                                                   |

## Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

## Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

## Our Values

**PASSIONATE** – We are passionate about doing our best – for our patients, our colleagues and our community.

**ACCOUNTABLE** – We take ownership of our actions and outcomes, always striving for integrity and improvement.

**CARING** – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

## The Position

The Manager Consumer Experience and Engagement leads the organisation's approach to partnering with consumers, carers and families to improve healthcare experiences and outcomes. The role is responsible for embedding a culture of consumer partnership across service planning, design and governance, promoting meaningful participation in care delivery, and driving continuous improvements in consumer experience. The position also provides strategic oversight of compliance with the National Safety and Quality Health Service (NSQHS) Standards – Standard 2: Partnering with Consumers, as well as relevant legislation, regulatory requirements and best practice frameworks, ensuring consumer-centred care is integrated across the organisation.

## Responsibilities and Accountabilities

### Key Responsibilities

- In collaboration with the Director Quality and Compliance,
  - facilitate and support processes to ensure that accreditation requirements relating to NSQHS Standard 2, Partnering with Consumers and other accreditation and reporting requirements are met
  - and other members of the Quality and Risk Division provide coaching and support to build capability in partnering with consumers and using patient experience data to drive improvements
- Oversee organisation wide collection, analysis, reporting and utilisation of consumer experience data
- Oversee and coordinate activities that build capability in consumer engagement and experience
- Oversee organisation wide consumer experience and engagement initiatives
- Monitor and report on patient experience performance on internal and external metrics and lead the development and implementation of strategies to achieve performance targets
- Act as a conduit between Bendigo Health and external agencies (e.g. external complaints commissioners, Safer Care Victoria, Department of Health and Office of Public Advocate) to ensure requests and reporting requirements are addressed
- Oversee all formal feedback received at Bendigo Health to ensure all KPIS are met in relation to the Health Complaint Handling Standards (2023)
- Assist with management of complex complaints
- Provide support to the Chair and Executive Sponsor of the Community Advisory Committee.
- Develop and maintain controlled documents that guide the provision of exceptional consumer participation and patient experience.

## Key Selection Criteria

### Essential

1. Tertiary qualification in a health, social sciences or related field
2. Knowledge and understanding of standards, legislation and frameworks relevant to consumer experience and engagement in healthcare
3. Expertise in consumer experience and engagement in a large healthcare organisation
4. Understanding and experience in managing and improving consumer feedback as per Health Complaint Handling Standards (2023)

5. Sensitivity to the needs of culturally, linguistically and economically diverse communities, people with disabilities and people and communities with differing points of view
6. Well-developed analytical skills including the ability to analyse and interpret data to present information in a meaningful way.
7. Able to manage competing priorities and deliver required output on time

## Desirable

8. Ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills
9. Flexibility to operate in an environment of change and continuous improvement

## Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- 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 Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

*All Bendigo Health sites, workplaces and vehicles are smoke free.*

*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. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.*