Position Description

Position Title	Consumer Experience Liaison
Position Number	30025980
Division	Quality and Risk
Department	Consumer Experience and Engagement
Enterprise Agreement	Dependent on qualifications
Classification Description	Dependent on qualifications
Classification Code	Dependent on qualifications
Reports to	Manager Consumer Experience and Engagement
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Immunisation Requirements

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

Quality and Risk provides leadership and support for quality, compliance, risk, patient safety, consumer experience and engagement and improvement and innovation across the organisation. The division has responsibility for overseeing the risk management framework and compliance to various accreditations and legislative requirements and to ensure improvements are undertaken through our responses to recommendations arising from assessments. There is a strong strategic and operational focus of promoting and advancing continuous improvement, partnering with consumers, and supporting the organisation to review incidents, data and systems to improve patient outcomes and efficiency of the business. The division collaboratively provides high quality clinical governance support and advice, both internally and when supporting health services in the Loddon Mallee Health Services Network.

Responsibilities and Accountabilities

The Consumer Experience and Engagement team at Bendigo Health plays a crucial role in enhancing the overall experience of consumers and their families as they navigate through their healthcare journeys. This dedicated team focuses on understanding and addressing the diverse needs and concerns of consumers, ensuring that their voices are heard and integrated into the healthcare process. Acting as a vital liaison between consumers, their families and carers and healthcare professionals, the team bridges communication gaps and fosters a more collaborative environment.

By placing consumer satisfaction at the forefront of their efforts, the team strives to improve health outcomes, strengthen relationships between consumers and healthcare providers, and foster a more positive and supportive atmosphere within the healthcare setting.

The core functions of the Consumer Experience and Engagement team include:

- Oversight of NSQHS Standards: The team is responsible for ensuring compliance with the National Safety and Quality Health Service (NSQHS) Standards, especially Standard 2: Partnering with Consumers. They also stay informed about relevant legislation and frameworks that impact consumer engagement in healthcare.
- Timely Response to Consumer Feedback: The team actively supports and facilitates prompt responses to consumer feedback, which can involve gathering insights, addressing concerns, and implementing suggestions to enhance service delivery.
- Liaison for Serious Complaints: In situations involving serious complaints, the team serves as an intermediary between consumers and staff, ensuring that issues are addressed respectfully and effectively.
- Primary Contact for Safety Events (The Duty of Candour process): The team provides the main point of contact for consumers when serious adverse events related to patient safety occur, guiding them through the process and ensuring they receive the necessary support.
- Embedding a Consumer-Centric Culture: The team is committed to fostering a culture of partnering with consumers throughout the organisation. This involves training staff, developing policies, and promoting practices that prioritise consumer involvement in decision-making.

- Driving Improvements in Consumer Experience: The team is dedicated to identifying areas for improvement in consumer experience, using data, feedback, and best practices to implement meaningful changes within the healthcare system.

Overall, the Consumer Experience and Engagement team at Bendigo Health is focused on creating an environment where consumers feel heard, respected, and supported, thereby contributing to a more effective and compassionate healthcare experience.

Key Responsibilities

- Act as a central point of contact for managing consumer feedback, compliments and complaints
- Assist with investigation of complex complaints through activities such as reviewing patient records and discussion with staff to address concerns raised by consumers
- Facilitate the Duty of Candour process alongside key stakeholders and serve as the primary contact for affected parties
- Act as a liaison between consumers and Bendigo Health staff during complex complaint resolution or incident investigations
- Organise and facilitate family meetings
- Address and respond to complaints from external agencies, including, but not limited to, the Mental Health and Wellbeing Commission, local Members of Parliament, the Health Complaints Commissioner, and Safer Care Victoria.
- Provide support to managers and staff to act on consumer experience feedback
- Maintain accurate records, statistics and produce high quality reports and letters.
- Coordinate the collection of BH complaint data, including analysis, reporting and KPI's of complaint management process and outcomes.
- Contribute to activities that build capability in consumer engagement and experience
- Contribute to consumer engagement and experience activities
- Assist with the design, development, implementation, evaluation and improvement of staff education related to patient-consumer experiences
- Assist in the review of controlled documents that relate to consumer experience and engagement

Employees are required to carry out lawful directions outlined above or delegated to them.

Key Selection Criteria

Essential

1. Receive, assess, and coordinate the investigation of feedback, ensuring timely resolution
2. Knowledge of the Statutory Duty of Candour
3. Able to sensitively communicate with and support consumers in potentially distressing circumstances
4. Sensitivity to the needs of culturally, linguistically and economically diverse communities, people with disabilities and people and communities with differing points of view
5. Able to manage competing priorities and deliver required output on time
6. Proficient in data management and reporting
7. Ability to build rapport and communicate effectively with diverse stakeholders
8. Demonstrated high-level complaint resolution and negotiation skills
9. Keep accurate and complete records in accordance with legislative requirements, information security and privacy policies and requirements

Desirable

1. Tertiary qualification in a health, social sciences or related field
2. Ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills
3. 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.