

Position Description

Position Title	Consumer Experience Liaison
Position Number	
Division	Quality and Risk
Department	Consumer Experience and Engagement
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026 Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024 - 2028 VPHS (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
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

Bendigo Health

With more than 5,000 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Quality and Risk Division

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.

The Consumer Experience and Engagement Team

The Consumer Experience and Engagement team at Bendigo Health focuses on enhancing the overall experience of consumers and their families throughout their healthcare journey. The team works to understand and address consumer needs and concerns, and acts as a liaison between patients and healthcare teams. By prioritising consumer satisfaction, the team aims to improve outcomes, strengthen relationships, and ensure a more positive and supportive healthcare environment. The core functions of Consumer Experience and Engagement are

- oversight of the National Safety and Quality Health Service (NSQHS) Standards, Standard 2, Partnering with Consumers and other relevant legislation and frameworks
- supporting and facilitating timely responses to consumer feedback
- acting as a liaison between consumers and staff to address serious complaints
- Providing the primary point of contact for consumers when serious adverse patient safety events occur
- embedding a culture of partnering with consumers
- driving improvements in consumer experience

The Position

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Consumer Experience Liaison is responsible for

- Supporting and facilitating timely responses to consumer feedback
- Acting as a liaison between consumers and staff to address serious complaints

- Ensuring best practice in complaints management
- providing the primary point of contact for consumers when a serious adverse patient safety event has occurred
- supporting consumer engagement activities

Responsibilities and Accountabilities

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
- Contribute to the open disclosure process in collaboration with key stakeholders
- Act as a liaison between consumers and Bendigo Health staff during complex complaint resolution or incident investigations
- Provide support to managers and staff to act on consumer experience feedback
- Maintain accurate records, statistics and produce high quality reports.
- 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.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and

procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Expertise in effectively managing consumer feedback
2. Knowledge of 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

Desirable

8. Tertiary qualification in a health, social sciences or related field
9. Ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills
10. Flexibility to operate in an environment of change and continuous improvement

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

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.