Consumer Lead Role Statement

Safer Care Victoria

OFFICIAL

Safer Care Victoria (SCV) is Victoria’s healthcare safety and quality improvement agency. SCV helps health services by preventing and learning from patient harm, identifying and delivering service improvement, and engaging with clinicians and consumers.

The Centre of Clinical Excellence (CoCE) will establish Learning Health Networks (LHN) for SCV to drive and deliver priority work. Each of the LHNs being established will appoint a Clinical and Consumer Lead. LHN Clinical and Consumer Leads will work together closely with SCV to provide content knowledge, skills and expertise.

This role statement provides a clear description for all LHN Consumer Lead roles.

# Roles and Responsibilities

Although the Consumer Lead roles may differ within individual LHNs, the Consumer Leads will:

* partner with the Clinical Lead to co-chair the LHN Advisory Group
* bring their knowledge of person-centred care, consumer engagement and consumer experiences of healthcare to inform LHN priorities
* champion sector engagement to drive project delivery, including leading engagement with partnering health services
* identify potential issues and potential challenges from a patient/carer perspective and guide the team to optimise outcomes
* be an effective communicator with strong consumer and stakeholder engagement and collaboration skills
* identify and act on opportunities to ensure LHN activities are person-centred and grounded with consumer and carer/family perspectives by partnering with the broader consumer community
* support the development, implementation, and evaluation of their LHN priorities to facilitate impactful safety and quality improvements within healthcare in Victoria
* support the design and delivery of LHN works including leading expert working groups, task and finish groups, workshops and coaching sessions
* consider the viewpoints of others and takes a multitude of opinions and experiences into account when approaching decision-making. Comfortable integrating varying viewpoints.
* respond to and support work from the sector, SCV and the Department of Health (DH)

Consumer Leads are crucial in driving sector engagement and in promoting all aspects of work within their respective LHNs. They will co-chair the LHN Advisory Group (with the Clinical Lead) and maintain Quality and Safety Signals group membership (Acute Care LHN and Continuing Care LHN only) and Clinical Advisory Group membership (all LHNs) throughout their tenure.

LHN Consumer Leads are paid positions. A Consumer Lead may hold a lead position for a maximum of 2 x two-year terms.