# Consumer Lead – Continuing Care Learning Health Network Centre of Clinical Excellence

November 2022

The Centre of Clinical Excellence (CoCE) is the primary mechanism for SCV to engage clinicians and consumers to drive and promote quality improvement and innovation and address variation in clinical practice. The CoCE is establishing the Continuing Care Learning Health Network (LHN) to bring together clinicians, consumers, data experts, researchers, health system leaders and improvement specialists to use data and evidence to improve clinical care and patient outcomes with a system level view.

The Consumer Lead, Continuing Care LHN position offers a unique opportunity for a passionate consumer to contribute to improving safety, quality and facilitate change across the Victorian healthcare system. You will work in partnership with a Clinical Lead, our team and a diverse group of subject matter experts to bring a strong consumer perspective to the planning, development, and evaluation of the Continuing Care LHN.

We encourage the Consumer Lead to draw on their personal lived and anecdotal community experiences of healthcare, and their consumer advocacy work, to guide the Continuing Care LHN priorities and work.

**Are you someone who:**

* is passionate about improving consumer engagement and participation in health care?
* is recognised for your deep understanding of the experiences of consumers in health services and your commitment to improving safety and quality of health care in Victoria?
* is an effective communicator with strong stakeholder engagement and collaboration skills?

If this is you, we’d love to hear from you!

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| **Continuing Care Learning Health Network**  **Consumer Lead** | |
| **Team, unit** | Centre of Clinical Excellence, Continuing Care Learning Health Network |
| **Agency** | Safer Care Victoria |
| **Work location** | Remote working/ 50 Lonsdale St, Melbourne |
| **Employment type** | Part-time, 8 hours per week (0.2EFT)  Please Note: Program activity levels can fluctuate, and it may be necessary to spread the work across multiple days of the week. Preferred days of working or non-available days can be discussed with the manager for agreed shared ways of working. |
| **Rate of remuneration** | $52.41/hour (VPS 5.1) |
| **Duration** | Fixed term role: 2 years |
| **Position reports to** | Director, Centre of Clinical Excellence |
| **Further information** | Brett Morris Manager, Continuing Care Learning Health Network  Email: [Brett.Morris@safercare.vic.gov.au](mailto:Brett.Morris@safercare.vic.gov.au)Mo |
| **Closing date** | Monday 12th December |

# Organisational environment

Established in January 2017, Safer Care Victoria (SCV) is the state’s healthcare safety and quality and safety improvement agency. We are an administrative office of the Department of Health (DH), here to help health services prevent and learn from patient harm, identify, and deliver service improvements and engage with consumers.

We achieve this through delivering on our key responsibilities state-wide, including:

## Safety

* Reviewing information and intelligence from the system to recognise safety and quality signals.
* Providing insights and knowledge to support learning across the system.

## Improvement

* Delivering targeted improvement initiatives and partnering to improve health outcomes for Victorians.
* Building a sustainable network of improvement experts (both healthcare workers and consumer experts) to enable continuous improvement and innovation.

## Engagement

* Working together with consumers, clinicians, health services and thought leaders through purposeful and systematic approaches to ensure quality and safety improvement is a key agenda for Victoria.
* Embedding quality and safety skills and knowledge across the sector through broad capability development.

The CoCE sits under the engagement stream and consists of Acute Care and Continuing Care streams. Within these streams, there are multiple LHNs to focus on priority areas within the sector.

## Continuing Care Learning Health Network

Our new Continuing Care LHN aims to:

* bring together clinicians, consumers, health services, academics and other thought leaders to review relevant data and best available evidence to drive decision-making across the health continuum.
* enable sector improvement to be delivered at pace and at scale through access to data, evidence and comprehensive sector engagement.

The Continuing Care LHN will concentrate on system safety issues that impact care, with a focus spanning from inpatient to non-admitted care.

# Purpose

The Consumer Lead is an important role that will bring consumer experience and perspectives of receiving healthcare in Victorian health services. The Consumer Lead will co-chair the Continuing Care LHN with the Clinical Lead to improve the safety and quality of Victorian public healthcare services for consumers and their families.

# Responsibilities

**The Consumer Lead will:**

* identify and act on opportunities to ensure activities are person-centred and grounded in consumer perspectives.
* support the development, implementation, and evaluation of the Continuing Care LHN to facilitate impactful quality and safety improvements within Victoria.
* assist health services to seek and embed consumer perspectives when designing and delivering changes to improve the quality-of-care consumers receive.

# Selection criteria

## Knowledge and skills

1. Partnering in healthcare: demonstrates a deep knowledge of person-centered care, consumer engagement and consumer experiences of healthcare. Builds and maintains productive and meaningful partnerships with key stakeholders including consumer/carer groups, clinicians, and hospital, community and SCV/DH stakeholders.
2. Communication: partners with the broader consumer community to inform LHN work; identifies potential issues relevant to consumers and guides the team to optimise outcomes in a clear and concise manner; comfortable and confident working with a wide variety of professionals (including clinicians and SCV staff).
3. Leadership: be a leading consumer voice and role model amongst fellow consumers and driven to inspire and lead by example. Actively seeks to increase the involvement of consumers, patients, carers and community stakeholders to ensure strong consumer representation.
4. Problem solving: considers the viewpoints of others and takes a multitude of opinions and experiences into account when approaching decision-making; comfortable integrating varying viewpoints; represents the wider consumer experience; finds innovative solutions to resolve stakeholder issues.

## Personal qualities

1. Conceptual and analytical ability: deals with concepts and complexity comfortably; uses analytical and conceptual skills to reason through problems; has creative ideas and can see how these can link to work priorities.
2. Creativity and innovation: generates new ideas; draws on a range of information sources to identify new ways of doing things; translates creative ideas to align with the Continuing Care LHN aims; reflects on experience and is open to new ways to improve practice.
3. Relationship-building: establishes and maintains relationships with the team and stakeholders; promotes harmony and consensus through diplomatic handling of disagreements; builds trust through consistent actions, values and communication;
4. Teamwork: maintains a consistent and professional pattern of behaviour under pressure; recognises own limitations and works with others to ensure plans are achieved; ability to adjust to changed approaches or plans; effective time management skills and the ability to work under deadline pressure.

### Qualifications

A short course or diploma qualification in consumer advocacy is highly desirable.

### Specialist expertise

* Demonstrate first-hand experience and knowledge of the Victorian health care system
* Demonstrate experience of working with consumer groups and the broader consumer community
* Demonstrate a thorough understanding of the range of challenges facing consumers and carers/family members accessing, receiving and experiences of healthcare and potential ideas for change.
* Experience in consumer advocacy activities (paid or unpaid) via the not-for-profit, community or government arena.
* Mentoring and developing other consumers to support other consumers develop their advocacy skills is highly desirable.

# Safety screening

All competitive applicants are subject to a satisfactory National Police History Check as part of the recruitment assessment process.

Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Immigration and Border Protection website (http://www.border.gov.au/) under 'Character and Police Certificate Requirements – How do I obtain a police certificate?’.

# Conditions and benefits

People who work for Safer Care Victoria must comply with the Code of Conduct for Victorian Public Sector Employees 2007 and agree to work according to our values of quality, collaborative relationships, responsibility, client focus, professional integrity, and respect.

Safer Care Victoria promotes diversity and equal opportunity in employment. If you are an Aboriginal or Torres Strait Islander applicant, or if you have a disability, and require advice and support with the recruitment process, please contact our Diversity Unit on DiversityInclusion@dhhs.vic.gov.au.

## Mandatory Vaccination Policy

The department is committed to providing and maintaining a working environment which is safe and without risk to the health of its workers and clients. As it is an essential element of any role within the department that employees be able to attend work onsite and to do so safely, employees are required to be fully vaccinated against COVID-19 as a condition of their employment. This requirement applies unless they have a medical condition which means they cannot be vaccinated against COVID -19. Therefore, the department will ask any prospective employee, who has been identified as the preferred candidate for a role within the department, to provide proof of their COVID-19 vaccination status prior to any offer of employment being made. If a prospective employee has a relevant medical condition which means they cannot be vaccinated against COVID-19, they should contact the department to discuss their individual circumstances.

# How and where to apply

Please submit your application via email to Brett Morris [Brett.Morris@safercare.vic.gov.au](mailto:Brett.Morris@safercare.vic.gov.au)

Include ‘Consumer Lead – Continuing Care Learning Health Network application’ in the subject line.

Attach the following:

* one-page cover letter
* current curriculum vitae\* (no more than three pages)

\*A curriculum vitae or document that helps us understand your skills and experience that demonstrate what you would bring to the Continuing Care LHN.

Applications close **Midnight Monday 12 December 2022**.

Recruitment process:

* Applications will be reviewed by a selection committee from Safer Care Victoria.
* Interviews will be held virtually commencing from Early December 2022.
* Successful applicants will be asked to start as soon as possible.