



## North Executive Team (NET) Consumer Representative

### Eligibility Criteria

The North Metropolitan Health Service (NMHS) North Executive Team (NET) Committee is the principle advisory body to the Chief Executive and assists the CE to lead the organisation by furnishing high level strategic and operational advice as a collaborative leadership team, ensuring collective accountability. On the third Thursday of each month the NET Committee's focus is on safety, quality and consumer engagement issues for NMHS.

Consumer and Carer representation at the NET level requires specific skills beyond an individual's own personal experiences. These skills include:

#### Consumer representatives must:

1. Be capable of reflecting the view points and concerns of collective consumers or carers;
2. Be recognised as persons in whom consumers and carers and their organisations have confidence; and
3. Have strong communication links with their constituents so that they are able to provide the sort of representation that a diverse consumer and community requires.
4. Be available for meetings on the third Thursday of each month between 1030am and 1230pm.
5. Demonstrate and act in accordance with the five principles of Partnership at NMHS; *Safety, Authenticity, Humanity, Equity and Diversity.*

#### Consumer representatives are expected to participate in NET by:

- Attending meetings (face-to-face preferred, video link is available)
- Actively participate in discussions
- Contribute ideas and experience to the development of NMHS strategic activities, policy and planning; and
- Following up on identified actions.

Note: an information session will be provided to the representative to support their involvement.

#### Position description

##### Key tasks:

1. Represent NMHS consumers or carers at the NET Safety, Quality and Consumer Engagement Committee.
2. Articulate consumer or carer perspectives using system advocacy skills in a Health Service Provider / Executive / Strategic context.
3. Maintain connection with, and be actively involved in, the key networks of consumer or carer representatives in Western Australia.
4. Utilise existing consumer or carer based networks including but not limited to the NMHS Community Advisory Councils across sites, Health Consumers Council, Carers WA and other community organisations, to inform action items or advice provided by NET.
5. Fulfil duties of NET members as outlined in the Terms of Reference for the NET Safety, Quality and Consumer Engagement Committee and associated operating guidelines.

## Remuneration

Participation payment is offered in line with the NMHS Consumer and Carer Participation Payment Policy at the Advisor Tier of \$75 per hour for a minimum of two hours. Time for meeting preparation will also be eligible for payment.

## Tenure

Members will be appointed for a one-year term to allow rotation of membership between each NMHS site. Each member's appointment is subject to review at the end of the term.

## Selection Criteria

1. Demonstrated ability to provide an understanding of consumer or carer perspectives at a system advocacy level. For example, skills could include:
  - An understanding of the principles of consumer or carer participation;
  - Being widely informed of and able to represent consumer or carer experiences beyond one's own personal experience;
  - Familiarity or the ability to gain familiarity with key state health issues;
  - Being able to provide advice and strategic direction to the NET on behalf of Western Australian consumers or carers; and
  - Being able to problem solve, use initiative and contribute to the goals of the NET.
2. Demonstrated ability to maintain networks with state and NMHS based consumer or carer groups, community organisations or government bodies.
3. Well-developed interpersonal skills including the ability to work as part of a team and also maintain good working relationships with the NET members; and other stakeholders.
4. Well-developed communication skills including listening, providing feedback, negotiation and the demonstrated ability to use these to achieve results.
5. Willingness to participate in training relevant to the work of the NET (this includes completion of Health Consumer Council's Advanced Consumer Representation training within the last 12 months).
6. An understanding of the diversity of cultural and linguistic backgrounds of the NMHS community, and the impact this has on consumers, their carers and families.

## Selection and Application process

Consumer and carer representatives interested in being on the NET should complete a short statement addressing the selection criteria (no more than 3 pages) and provide a letter of support from a relevant consumer or carer organisation (or Health Service Executive Sponsor) and the contact details of a referee.

A selection panel will review and short list the applications; an informal interview may be required. The outcome of applications will be announced by end of October 2023.

### Applications can be sent by:

- Email: [NMHS.Consumers@health.wa.gov.au](mailto:NMHS.Consumers@health.wa.gov.au) **NET Rep** in the subject line.

For further information please contact Dr Christina Bertilone, Executive Director Patient Experience and Clinical Excellence on (08) 6457 3560 or by email [Christina.Bertilone@health.wa.gov.au](mailto:Christina.Bertilone@health.wa.gov.au)

**Applications must be received by Monday 9 October 2023.**