

Consumer Council Role Description

Title: Te Whatu Ora Tairāwhiti Consumer Council Member

Responsible to: Chair of the Consumer Council

What the Consumer Council will do

The Consumer Council works in partnership with leaders of Te Whatu Ora Tairāwhiti to support us in achieving our values for Whakarangatira, Awhi, Kotahitanga, and Aroha. The Council support Te Whatu Ora Tairāwhiti in delivering its strategy, ensuring our services are consumer focused and meet the needs of people in our communities. The different voices and experiences of Consumer Council members will collectively help shape what Te Whatu Ora Tairāwhiti does and how we do it, ensuring consumers and whānau are encouraged and supported in participating in the delivery of care and decision-making at the level they choose.

Specifically, The Council works with the Clinical Board and senior leaders to provide advice on:

- the direction and strategic priorities of Te Whatu Ora Tairāwhiti
- how we can improve specific aspects of Te Whatu Ora Tairāwhiti services

The Consumer Council covers all services Hauora Tairāwhiti provides. The Consumer Council works in strong partnership with the Clinical Board and attendance at joint meetings is required from time to time.

Key tasks of a Consumer Council member

Read relevant reports and documents prior to Consumer Council meetings

Attend Consumer Council meetings and:

- Provide advice on key strategic documents and plans from a consumer perspective
- Promote consumer engagement across Te Whatu Ora Tairāwhiti and ensure it remains focused on the people we deliver services to
- Focus on improving health outcomes and achieving equity for Māori, and population groups at risk of poor health outcomes. This may include people in remote rural communities, Pasifika communities, former refugees and new immigrants, disabled people, and people with multi morbidity's, elderly, youth and LGTBQ communities.
- Guide Te Whatu Ora Tairāwhiti services to engage with consumers in service design and delivery (signposting to appropriate consumer networks/groups and advising on best approaches)
- Identify opportunities where consumers should become involved in specific improvement projects
- Advise on person and whānau centred care approaches to service design and delivery
- Ensure regular communication and networking with consumer groups, communities, and consumers about the work of the Consumer Council (with support)
- Maintain an overview of consumer and community engagement activity across the Te Whatu Ora Tairāwhiti district

- Work constructively with other Consumer Council members and all other associated professionals and consumers
- Support the decisions of the Consumer Council
- Maintain confidentiality. Some aspects of the work of the Consumer Council may be highly sensitive and as a member of the Consumer Council, you will be required to sign a Code of Conduct
- Declare any conflicts of interest immediately
- Not approach media about any aspect of the Consumer Council's work without specific agreement from the Chair of the Consumer Council and CEO.

Please note that the Consumer Council will be supported in its work by Senior Leaders of Te Whatu Ora. This will include training and assistance with communication and networking, and primary health services.

Duration of term

Members will be appointed for a term of three years. Members may be re-appointed for a 2nd term of one year and in some circumstances for a final 3rd term of one year.

Time commitment

Meetings will be held monthly (except January/December), and typically run for two hours.

Pre-meeting and post-meeting reading will be expected, and attendance at other meetings will be necessary. This will be negotiated between the Chair and delegated member. It is expected that the meeting fee will cover a time commitment of 5 – 6 hours a month.

Members failing to attend three meetings in a row may be asked to resign.

Qualities, skills, and experience

Personal Qualities

- Passion and commitment to help improve public health services in the Hauora Tairāwhiti district
- Passion and commitment to help eliminate health inequities for Māori, and other population groups at risk of poor health outcomes.
- Confidence, maturity, and reliability

Knowledge and skills

- Relationships and connections to networks in a specific locality, community of interest or within your health interest area
- Good listening and communication skills with a wide range of people
- Able to think creatively, critically, and strategically
- Confidence to interact positively with senior health professionals, leaders, and managers
- Some knowledge of the New Zealand health and disability sector
- Knowledge and appreciation of the Treaty of Waitangi and its application in health

- Able and willing to see “the bigger picture” and think beyond your own experience
- Good analytical skills
- Able to access the internet and emails, and willingness to learn and use Microsoft Teams
- Able to read and review complex reports
- Able to work positively and constructively in a group, share insights, thoughts, and opinions
- Able to use sound and ethical judgment
- Able and committed to maintain confidential information
- Able to conduct yourself professionally at all times

Please note that we do not expect every person to have all of the above knowledge and skills. We appreciate that some of these are learnt through experience and support and mentoring can be made available

Experience

- Live in the Te Whatu Ora Tairāwhiti district and have experience of using health services (within the last 2-3 years), either directly, or via family or whānau
- Be actively engaged in networks in a specific locality or in an area of health interest to ensure regular and reciprocal communication to enable the role on the Council.
- Some experience of committee work would be desirable, but not essential

It is important that a Consumer Council member is independent of Te Whatu Ora Tairāwhiti. In line with the aspirations for the Consumer Council, we are aiming to provide a voice and forum for people removed from the health and disability decision-making. Employees of Te Whatu Ora Tairāwhiti are not eligible for membership.

Support and payment to undertake the role

Orientation to the role, guidance and support will be provided to Consumer Council members, as required.

This will include:

- Initial orientation meeting to Te Whatu Ora Tairāwhiti and the role of the Consumer Council
- Identified key contact person(s) within Te Whatu ora Tairāwhiti for the role
- Adequate and timely communication regarding meetings
- Consumer Council members will be paid at a fixed rate of \$250 per meeting for Consumer Council attendance
- Expenses beyond core work can also be claimed (e.g. other meeting attendance, project work) in accordance with Te Whatu Ora Tairāwhiti Consumer Engagement and Payment Policy.

Acceptance of the above

Signatures:

Hauora Tairāwhiti CEO:

Chair of Consumer Council:

Consumer Council Member:

Date:

Te Whatu Ora Tairāwhiti Values and Behaviours



All members of Te Whatu Ora Tairāwhiti Consumer Council will adopt the values and demonstrate the behaviours related to them of Whakarangatira, Awhi, Kotahitanga, Aroha

WHAKARANGATIRA/Enrich – Enriching the health of our community by doing our very best

- Acknowledges and assumes responsibility for their actions and does not blame others when things go wrong.
- Strives for excellence and delivers high quality care that focuses on the needs of the consumer and whānau.
- Is innovative and strives for quality and excellence.
- Following through on conversations – saying what you will do and doing what you say.
- Is able to intervene effectively when progress against budgets, plans or projects is off track.
- Is committed to rapid resolution of complaints, problems, and issues

AWHI/Support – Supporting our turoro/patients their whanau/families, our community partners and each other.

- Speaks up when things are not right.
- Is adventurous in search of feedback and is open to feedback.
- Puts organisational interests ahead of their own.
- Speaks up when they have to contribute or when other's behaviour is inconsistent with Te Whatu Ora Tairāwhiti values.
- Champions innovative ideas in the team, and on behalf of the team.
- Is willing to question accepted approaches and processes and open to challenge.

KOTAHITANGA/Togetherness – Together we can achieve more.

- Shows politeness, admiration and honour to others and does not cause offence.
- Actively listens when someone is speaking and shows value for other peoples' perspectives.
- Genuinely engages and listens to others and considers their views while making decisions.
- Is inclusive of diverse perspectives and the cultural beliefs of others and actively seeks to improve own knowledge.
- Recognises team member strengths and development needs, and coaches them to maximise their potential.

AROHA/Compassion – Empathy, we care for people and people want to be cared for by us.

- Is responsive to the needs of people, whānau and the community.
- Strives to deliver beyond expectations and go the extra mile.
- Shows concern for others and offers proactive and timely assistance and support to others.
- Is empathetic and mindful of others and sensitive to their feelings.
- Creates an environment where others feel safe and supported, encouraging them to contribute and share their views and perspectives.