

<b>Te Whatu Ora</b> Health New Zealand Te Matau a Māui Hawke's Bay	<b>POSITION TITLE</b>	<b>Consumer Council Chair and Co-Chair</b>		
	<b>SUPPORTED BY</b>	Patient Safety and Quality Manager and Consumer Engagement Lead.	<b>REPORTING TO</b>	Patient Safety and Quality Manager
<b>Scope</b>	This role is responsible for chairing the Te Whatu Ora Te Matau a Māui <i>Hawke's Bay</i> Consumer Council, bringing together the consumer voice of the community.			
<b>Role Purpose</b>	<p>The Chair will provide inclusive leadership to the Consumer Council (the 'Council'), supporting members to fulfil their duties. They will also oversee the Council's workplan to ensure it effectively achieves its key deliverables.</p> <p>The chair will work collectively with the Interim Hospital Specialist Lead and Health Services Clinical Governance Board of Te Whatu Ora Te Matau a Māui to ensure consumer voice supports the development and delivery of consumer and whanau centred healthcare services for our community.</p>			
<b>Key Deliverables - Specific</b>	<ul style="list-style-type: none"> <li>• Demonstrate an understanding of Te Pae Tata – Interim New Zealand Health Reform, the Code of Expectations and Te Tiriti O Waitangi in activities advising on co-designing health services across the Organisation.</li> <li>• Interact positively with Senior health professionals, leaders, managers and Consumer Engagement Lead support person also Consumer Council members.</li> <li>• Chair meetings using effective leadership and communication skills; ensuring meeting objectives are met while encouraging full participation using consensus-based decision-making.</li> <li>• Ensure meeting ground rules are upheld, challenging members in breach of these with diplomacy, fairness and impartiality.</li> <li>• Guarantee all reports and meeting actions are followed up, completed, and communicated.</li> <li>• Establish and promote a collaborative team environment, dedicated to delivering better health outcomes and services for the Community.</li> <li>• Maintain active engagement and communication with members between meetings.</li> <li>• Assist members to develop a 'plan of action' for at least the next 12 months and support progress in achieving this.</li> <li>• Conduct an annual review of actionable activities and performance of the Consumer Council.</li> <li>• Be a member of the appointment panel for recruitment of member positions to ensure an equitable representative membership.</li> <li>• Ensure that members, receive all information timely, in an acceptable report style.</li> <li>• Ensure members are safe to have a fair opportunity to add their contribution and voice at meetings, without harm or judgement.</li> </ul>			
<b>Confidentiality</b>	<ul style="list-style-type: none"> <li>• <i>The Chair may be involved in, or hear conversations that include confidential information about patients, staff and visitors and may also become aware of confidential or sensitive information about Te Whatu Ora Te Matau a Māui business and/or operational practice.</i></li> <li>• <i>Te Whatu Ora Te Matau a Māui expects that the Chair will not discuss or disclose any such information with, or to, any unauthorised person, or third parties, who are not lawfully entitled to receive it. If you are unsure whether you can discuss or disclose, ask the Te Whatu Ora Te Matau a Māui support person in the first instance.</i></li> <li>• <i>Any documents, software or other intellectual property that you receive, or have access to in your role as Chair remains the property of Te Whatu Ora Te Matau a Māui and must not be published or used without our consent.</i></li> </ul>			

<p><b>Health &amp; Safety</b></p>	<p>Te Whatu Ora Te Matau a Māui Hawke’s Bay is committed to maintaining and promoting the health &amp; safety of all its staff, contractors, volunteers and patients. As a member, your duties are:</p> <ul style="list-style-type: none"> <li>• Not to do anything that puts your own H&amp;S at risk</li> <li>• Not to do anything that puts others H&amp;S at risk</li> <li>• To follow all health and safety policies and procedures</li> <li>• To follow all reasonable health and safety instructions</li> <li>• Report any hazards, incidents / accidents immediately. This includes where a person has been harmed or any near misses where a person could have been harmed</li> </ul>	
<p><b>Key Working Relationships</b></p>	<p><b>INTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ Senior Leadership</li> <li>▪ Health Services Clinical Governance Board</li> <li>▪ Te Whatu Ora New Zealand</li> <li>▪ Patient Safety and Quality Service</li> <li>▪ Consumer Engagement Lead</li> <li>▪ Māori Health Service</li> <li>▪ Pacifica Health Service</li> <li>▪ Administration support</li> </ul>	<p><b>EXTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ Health HB (PHO)</li> <li>▪ Consumers/whānau</li> <li>▪ Ministry of Health (MoH)</li> <li>▪ Te Aka Whai Ora – Māori Health Authority</li> <li>▪ Health Quality &amp; Safety Commission (HQSC)</li> <li>▪ Health &amp; Disability Commission (HDC)</li> <li>▪ Te Kāhui Mahi Ngātai - Our Consumer Advisory Group (National)</li> <li>▪ Other Health Providers/Māori Health providers/NGO’s</li> <li>▪ Mana Whenua Hapū</li> <li>▪ Post Settlement Group Entities (PSGE)</li> <li>▪ Other Consumer Councils</li> <li>▪ Other relevant health and social service agencies</li> </ul>
<p><b>Level of Authority</b></p>	<p>The Consumer Council has the authority to give advice and make recommendations to Te Whatu Ora Te Matau a Māui Hawke’s Bay Leadership team and Health Services Clinical Governance Board.</p>	
<p><b>Commitment</b></p>	<p><b>Meetings will be held bi-monthly and typically run for two hours in addition to the following:</b></p> <p>Meeting duration plus preparation/reading time (approx 2 hours)</p> <p>Preparation and attendance at agenda setting meeting (approx 1 hour)</p> <p>Review and amend minutes and matters arising (approx 1 hours)</p> <p>Support and respond to member emails and enquiries (approx 1 hours)</p> <p>Develop and maintain key working relationships (min 1 hour)</p> <p>Other special meetings as agreed (approx 1 hour each)</p> <p>Report writing time (approx 2 hours)</p> <p>Zoom meeting when unable to attend face to face meeting</p>	
<p><b>Entitlements &amp; Benefits</b></p>	<ul style="list-style-type: none"> <li>▪ <i>Free parking at Hospital Campus while on Te Whatu Ora Te Matau a Māui Hawke’s Bay business</i></li> <li>▪ <i>Access to relevant vaccination programmes</i></li> <li>▪ <i>ID and Access card</i></li> <li>▪ <i>Access to tea and coffee facilities in Zacs café</i></li> <li>▪ <i>Other relevant programmes e.g. free financial health checks,’ open ‘ training courses, presentations or sessions</i></li> <li>▪ <i>Access to Employee Assistance Programme (EAP) services</i></li> <li>▪ <i>The chair/members/consumers will be remunerated according to the local/national</i></li> </ul>	

	<i>Consumer Remuneration Policy.</i>
<b>Rights</b>	<ul style="list-style-type: none"> <li>▪ <i>Everyone has the right to apply for Council membership regardless of race, gender, age or socio-economic status.</i></li> <li>▪ <i>Able to withdraw tenure or say ‘no’ without fear, prejudice or recrimination</i></li> <li>▪ <i>Make suggestions, be listened to, and respected</i></li> <li>▪ <i>Kept informed of relevant Te Whatu Ora Te Matau a Māui Hawke’s Bay plans, policies and direction.</i></li> <li>▪ <i>To receive an orientation to Te Whatu Ora Te Matau a Māui policies and procedures.</i></li> <li>▪ <i>To receive information about relevant hazards (how these are controlled, and how to report any new or uncontrolled hazards), and emergency procedures that are relevant to the Consumer Council’s on-site work setting.</i></li> </ul>
<b>Date</b>	July 2023
<b>Tenure</b>	<p>The Chair is appointed by Te Whatu Ora Te Matau a Māui Hawke’s Bay by Interim Hospital Specialist Lead and advisors. Appointments shall be for a term of 2 years. The Chair is able to end their role:</p> <ul style="list-style-type: none"> <li>▪ <i>At any time within their tenure for whatever reason, without sharing those reasons, by notifying the Consumer Engagement Lead and or Patient Safety and Quality Manager.</i></li> <li>▪ <i>At all other times in line with their tenure.</i></li> </ul> <p><b>Te Whatu Ora Te Matau a Māui may decide to end the tenure if the Chair:</b></p> <ul style="list-style-type: none"> <li>▪ <i>Does not operate within this position description and the values, policies and procedures of Te Whatu Ora Te Matau a Māui Hawke’s Bay.</i></li> <li>▪ <i>Is absent from meetings for three consecutive months &amp;/or if attendance is sporadic</i></li> <li>▪ <i>Breaches privacy or confidentiality (Te Whatu Ora Te Matau a Māui, Health Hawke’s Bay and their providers/ clients).</i></li> <li>▪ <i>In any other way acts unethically.</i></li> <li>▪ <i>Puts themselves or other people at risk of harm.</i></li> </ul> <p style="text-align: center;"><b><i>Members who end their tenure should return any Te Whatu Ora Te Matau a Māui property e.g. ID card, parking permit as soon as possible</i></b></p>

## ESSENTIAL CRITERIA

### Experience and Interest

Lives in Hawke's Bay and either have lived experience (personal or whānau) of using health services, within the last 2-3 years or, actively engaged in a specific area of health.

### Cultural Safety

- *Understands the obligation of Te Tiriti O Waitangi including Tino Rangatiratanga, Active Protection, Equity, Choice, Partnership*
- *Has a knowledge of Te Reo Māori*
- *Understands culturally safe practices*
- *Shows commitment to, and demonstrates the behaviours that enable best health sector practice*
- *Practice of Karakia and Waiata during Consumer Council meetings*

### Key Attributes

- *Strong listening and communication skills with a wide range of people*
- *Strong leadership skills with an ability to motivate and bring people together*
- *Able to read, review and write complex reports*
- *Able to use sound and ethical judgement*
- *Positive attitude with problem solving focus*
- *Confidence, maturity and reliability*
- *Sees problems as opportunities to work positively with others*
- *Maintains confidentiality at all times*
- *Able to think creatively, critically and strategically*
- *Able to see the 'bigger picture' and think beyond your own personal experience*
- *Strong inter-personal, coordinating skills and relationship building*
- *Passion and commitment to keep diplomacy and hold others accountable*
- *Has the ability to keep the group on task and delegate as needed*

### Leadership

- *Provide leadership and guidance that is fair and open minded*
- *Support members to fulfil their duties and responsibilities*
- *Help develop the knowledge and understanding of members*
- *Provide clarity and direction that drives performance of members*

## DESIRABLE CRITERIA

- Knowledge of, legislative or other external influences affecting the health sector.
- Strong networks within the health sector and community areas.
- Ability to apply lived experience and/or particular community lens that provides insight and input, creating change in the delivery of health care services across the Organisation.



## Our Vision and Values

*Te hauora o te Matau-ā-Māui: Healthy Hawke's Bay*

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



### HE KAUANUANU RESPECT

Showing **respect** for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

### ĀKINA IMPROVEMENT

Continuous **improvement** in everything we do. This means that I actively seek to improve my service.

### RARANGA TE TIRA PARTNERSHIP

Working together in **partnership** across the community. This means I will work with you and your whānau on what matters to you.

### TAUWHIRO CARE

Delivering high quality **care** to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.

- *Ensure the Consumer Council operates within its scope and Terms of Reference*
- *Address and resolve any matters that may cause conflict to the Consumer Council*
- *Uphold the Mana and integrity of the Consumer Council*