

<b>Te Whatu Ora</b> Health New Zealand Te Matau a Māui Hawke's Bay	<b>POSITION TITLE</b>	<b>Consumer Council Member</b>		
	<b>SUPPORTED BY</b>	Patient Safety and Quality Service Manager and Consumer Engagement Lead	<b>REPORTING TO</b>	Chair of Consumer Council
<b>Scope</b>	This role is a member of the Te Whatu Ora Te Matau a Māui Hawke's Bay Consumer Council, bringing together the consumer voice of the community.			
<b>Role Purpose</b>	<p>As a member of the Te Whatu Ora Te Matau a Māui Hawke's Bay Consumer Council (CC), the role will be to support the collective council and chair to fulfil their duties. This will include collaboration to oversee the Council's workplan to ensure it effectively achieves its key deliverables.</p> <p>As a member you will be willing and able to see "the bigger picture" and think beyond your own experiences to consider information from and to Te Whatu Ora Te Matau a Māui, Health Hawke's Bay, consumer groups and communities.</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.</li> <li>• Provide a strong and influential voice to advise on health service planning and delivery.</li> <li>• Advise from lived experience on 'Person and Whānau Centred Care' and health service priorities.</li> <li>• Interact positively with senior health professionals, leaders, managers, Consumer Engagement Lead and council members.</li> <li>• Support Chair to formulate reports and ensure meeting actions are followed up, completed, and communicated.</li> <li>• Identify opportunities where consumers should become involved in specific improvement projects where co-design will assist in the betterment of overall services.</li> <li>• Assist in developing a 'Council plan' for at least the next 12 months</li> </ul>			
<b>Confidentiality</b>	<ul style="list-style-type: none"> <li>• <i>The member 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 member 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 Council Chair 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 member remains the property of Te Whatu Ora Te Matau a Māui and must not be published or used without our consent.</i></li> </ul>			
<b>Health &amp; Safety Responsibilities</b>	<p>Te Whatu Ora Te Matau a Māui is committed to maintaining and promoting the health &amp; safety of all its staff, contractors, volunteers and patients. As a Council 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>			
<b>Key Working Relationships</b>	<b>INTERNAL</b> <ul style="list-style-type: none"> <li>▪ Chair of Consumer Council</li> <li>▪ Senior Leadership</li> </ul>		<b>EXTERNAL</b> <ul style="list-style-type: none"> <li>▪ Health HB (PHO)</li> <li>▪ Consumers/whānau</li> <li>▪ Ministry of Health (MoH)</li> </ul>	

	<ul style="list-style-type: none"> <li>▪ Health Services Clinical Governance Board</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>	<ul style="list-style-type: none"> <li>▪ Te Aka Whai Ora</li> <li>▪ Health Quality Safety Commission (HQSC)</li> <li>▪ Health &amp; Disability Commission Services (HDC)</li> <li>▪ Te Kahui Mahi Ngātai – Our Consumer Advisory Group – (National)</li> <li>▪ Other Health Providers/Māori Health providers/NGO’s</li> <li>▪ Manawhenua Hāpu</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 Council has the authority to give advice and make recommendations to Te Whatu Ora Te Matau a Māui and Health Hawke’s Bay Interim Hospital Specialist Lead 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> <ul style="list-style-type: none"> <li>▪ Meeting duration plus preparation/reading time (approx 2 hours)</li> <li>▪ Report writing time – where involved in other projects / groups plus other special meetings as agreed (approx 1 hour)</li> <li>▪ Develop and maintain key working relationships (min 1 hour)</li> <li>▪ Other special meetings as agreed (approx 1 hour each)</li> <li>▪ Video-conferencing attendance will be available when unable to attend face-to-face meeting</li> </ul>	

<p><b>Entitlements &amp; Benefits</b></p>	<ul style="list-style-type: none"> <li>▪ Free parking at Hospital Campus while on Te Whatu Ora Te Matau a Māui business.</li> <li>▪ Access to relevant vaccination programmes.</li> <li>▪ Staff ID and Access Card.</li> <li>▪ Access to tea and coffee facilities in Zacs café.</li> <li>▪ Access to Employees Assistance Programme (EAP), services.</li> <li>▪ Other relevant staff programmes e.g. free financial health checks, 'open' training courses, presentations or sessions.</li> <li>▪ Members/consumers will be remunerated according to the local/National Consumer Remuneration Policy.</li> </ul>
<p><b>Rights</b></p>	<ul style="list-style-type: none"> <li>▪ Everyone has the right to apply for Council membership regardless of race, gender, age, or socio-economic status.</li> <li>▪ Able to withdraw tenure or say 'no' without fear, prejudice or feeling guilty.</li> <li>▪ Make suggestions, be listened and respected.</li> <li>▪ Be kept informed of relevant Te Whatu Ora Te Matau a Māui plans, policies and direction.</li> <li>▪ Receive an orientation to Te Whatu Ora Te Matau a Māui relevant policies and procedures.</li> <li>▪ 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 Council's onsite work setting.</li> </ul>
<p><b>Date</b></p>	<p>July 2023</p>
<p><b>Tenure</b></p>	<p>Initially half the Council members will be appointed for a one-year term, and the remaining half for a two year term. All further appointments being for terms of two years. Members may be reappointed but for no more than three terms. (maximum of six years). Reappointment is at the discretion of Te Whatu Ora Te Matau a Māui and Senior Leadership.</p> <p><b>Council members are able to end their tenure:</b></p> <ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ At all other times in line with their tenure.</li> </ul> <p><b>Te Whatu Ora Te Matau a Māui may decide to end the tenure if the Member:</b></p> <ul style="list-style-type: none"> <li>▪ Does not operate within the values, policies and procedures of Te Whatu Ora Te Matau a Māui Hawke's Bay.</li> <li>▪ Is absent from Council meetings for three consecutive months &amp;/or if attendance is sporadic.</li> <li>▪ Breaches privacy or confidentiality (Te Whatu Ora Te Matau a Māui, HHB and their providers/ clients).</li> <li>▪ In any other way acts unethically.</li> <li>▪ Puts themselves or other people at risk of harm.</li> </ul> <p><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 and 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 to work positively with others.*
- *Confidence to interact and work with senior health leaders and managers.*
- *Able to read, review and provide feedback on reports.*
- *Passion and commitment to keep diplomacy and maintain professionalism at all times.*
- *Confidence, maturity and reliability.*
- *Maintains confidentiality at all times.*
- *Able to use sound and ethical judgement.*
- *Able to think creatively, critically and strategically.*
- *Contributes to group discussions and provides input focused on solution-based outcomes.*

### DESIRABLE CRITERIA

- *Strong networks within the health and community sector.*
- *Some experience of committee/trust work would be desirable.*



## 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.