



HSS REGISTERED APRIL 2018

Administration Officer Consumer Engagement

Health Salaried Officers Agreement; HSO Level G4

Position Number: 107112

Consumer Engagement Unit/Consumer Engagement Directorate
Royal Perth Bentley Group/ East Metropolitan Health Service

Reporting Relationships

Director Consumer Engagement
HSO Level G11
Position Number: 601926



Manager Consumer Engagement
HSO Level G8
Position Number: 104650



This Position



Directly reporting to this position:

Title	Classification	<u>FTE</u>

Also reporting to this supervisor:

- Consumer Engagement Advisor, HSO Level G6 x 2
- Consumer Engagement Officer, HSO Level G5 x 1

Key Responsibilities

Provides support to the Manager, Consumer Engagement Unit in relation to the consumer feedback process including; liaising directly with consumers and staff, data entry and document management.

Provides administrative activities relating to; preparing agendas and minutes for committee functions, projects and preparation of reports.

Brief Summary of Duties (in order of importance)

1. Customer Liaison

- 1.1. Assist with consumer feedback process including;
 - Taking simple complaints, compliments and suggestions by phone, email fax or letter.
 - Acknowledging complaints.
 - Commencing complaint investigation.
 - Following up overdue investigations.
 - Processing compliments, contacts and suggestions.
 - Providing advice to consumers about consumer feedback processes, advocacy or support services and alternatives.
- 1.2. Undertakes accurate data entry in relation to consumer feedback.
- 1.3. Undertakes accurate document management in relation to consumer feedback.
- 1.4. Assist Manager, Consumer Engagement Unit produce consumer feedback related reports and identify trends.

2. Projects

- 2.1. Participate in relevant committees/ working groups, arranging meetings, recording minutes, preparing agendas, draft reports, monitoring and/or implementing follow up action as required.
- 2.2. Assist with and participate in Consumer Engagement Unit, Quality Improvement activities, including but not limited to collating consumer survey reports.

3. Other

- 3.1. Participate in activities related to improvement of the patient experience or National Standard 2; Partnering with Consumers quality improvement activities or actions.
- 3.2. Participates in the education of staff in relation to consumer feedback processes at RPBG.

4. EMHS Governance, Safety and Quality Requirements

- 4.1. Participates in the maintenance of a safe work environment.
- 4.2. Participates in an annual performance development review.
- 4.3. Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 4.4. Completes mandatory training (including safety and quality training) as relevant to role.
- 4.5. Performs duties in accordance with Government, WA Health, East Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 4.6. Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

5. Undertakes other duties as directed

Work Related Requirements

Essential Selection Criteria

1. Highly developed verbal interpersonal and communication skills including; demonstrated ability to liaise effectively with staff, networks, distressed customers, maintain sensitivity, customer focus and confidentiality (verbal/ confidentiality/ customer focus).
2. Highly developed document management skills including taking detailed records and attention to detail when using electronic filing systems, Email Excel, Word documents and letter writing (written skills/ documentation/ filing and recording).
3. Demonstrated ability to undertake accurate data entry, produce reports and prepare draft reports for approval (data entry and management).
4. Demonstrated ability to coordinate activities, meet deadlines, escalate concerns when workload changes, complete routine tasks without supervision and participate constructively in team meetings (organisational/ team skills).
5. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery in a consumer feedback/ complaints environment.

Desirable Selection Criteria

1. Previous experience in a healthcare environment with experience with medical terminology, healthcare processes and current healthcare IT systems OR previous experience in a complaints management/ consumer feedback environment with experience in dealing with distressed consumers, customer focus, meeting Key Performance Indicators, and generating improvements resulting from consumer feedback.

Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

_____ Manager / Supervisor Name	_____ Signature	or	_____ HE Number	_____ Date
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_____ Dept. / Division Head Name	_____ Signature	or	_____ HE Number	_____ Date
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As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

_____ Occupant Name	_____ Signature	or	_____ HE Number	_____ Date
_____ Effective Date				

HSS Registration Details (to be completed by HSS)

Created on _____	Last Updated on _____	10/04/18
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