



Job Description Form

HSS REGISTERED

Consumer Liaison Officer

Health Salaried Officers Agreement: G-4

Position Number: 00005576

Consumer Liaison Service / Safety Quality and Performance Women and Newborn Health Service

Reporting Relationships

Director Safety, Quality, Performance and Organisational Culture
 HSO Level G-11
 Position Number: 00013943



Manager, Consumer Liaison Service
 HSO Level G-8
 Position Number: 00006218



This Position



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Directly reporting to this position:

Title	Classification	FTE

Other positions under control

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Prime Function / Key Responsibilities

Provide assistance to the Manager, Consumer Liaison Service (CLS) in coordinating the feedback provided and the investigation and conciliation of complaints from members of the public addressed to the Women and Newborn Health Service (WNHS). Supports and provides administrative and secretarial support for the CLS functions.

Brief Summary of Duties (in order of importance)

1. Consumer Complaints and Feedback

- 1.1. Assist the Manager, CLS in coordinating the investigation and conciliation of complaints from members of the public addressed to the WNHS.
- 1.2. Input information into the Datix Consumer Feedback Module (database) to support the management of enquiries, complaints and compliments.
- 1.3. Advise complainants as to the complaint process and assist them to submit their complaints, as required.
- 1.4. In conjunction with the Manager prepare responses to complaints and other correspondence received by the CLS.
- 1.5. Generate and prepare reports from the data captured by CLS, as required.
- 1.6. Liaise with NMHS/WNHS departments, government agencies and consumers as required.
- 1.7. Assist in the development and implementation of policy and procedures regarding complaints, compliments and service delivery.

2. Administrative Support

- 2.1. Provide administrative support to the Manager, CLS
- 2.2. Receive and screen consumer and telephone enquiries and ensure that appropriate assistance is given.
- 2.3. Screen incoming correspondence, internet submissions and emails, identify urgent and important items and initiate any appropriate follow up action, drafts and/or prepare correspondence where appropriate.
- 2.4. Provide secretariat duties to all relevant committees.
- 2.5. Maintain confidential records management of all relevant documents ensuring compliance with WA Health, NMHS and WNHS policy.
- 2.6. Maintain supplies of stationery and office equipment.
- 2.7. Maintain Consumer Advisory Council members' information and facilitate payment.
- 2.8. Undertake information searches and general project work with minimal supervision, as required.
- 2.9. Maintenance of relevant Intranet web page.

3. NMHS Governance, Safety and Quality Requirements

- 3.1. Participates in the maintenance of a safe work environment.
- 3.2. Participates in an annual performance development review.
- 3.3. 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.
- 3.4. Completes mandatory training (including safety and quality training) as relevant to role.
- 3.5. Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures
- 3.6. Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act

4. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. High level of interpersonal and communication skills (verbal and written) with the ability to liaise effectively with internal and external stakeholders of all levels.
2. Demonstrated ability to coordinate activities, using initiative and working without direct supervision.
3. Demonstrated ability to deal with sensitive issues and to maintain strict confidentiality.
4. Extensive experience and demonstrated ability to provide accurate, effective and efficient administrative support services.
5. High level word processing skills with extensive experience in the use of the MS office suite.

Desirable Selection Criteria

1. Understanding of healthcare issues as they pertain to consumers.
2. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

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.

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Manager/Supervisor

Name: Sarah Clifford
Signature: HE: 00131607
Date: 31 December 2019

Dept./Division Head

Name: Lani Miller
Signature: HE: 13114
Date: 7 January 2020

Position Occupant

Name: Rinporn Chainet
Signature: HE: 118771
Date: 31 December 2019