

Member: Taranaki DHB Consumer Council

1. PURPOSE OF ROLE

The Taranaki DHB Consumer Council is a new strategic governance group of seven appointed community representatives and two co-chairs who work in partnership with Taranaki District Health Board staff, in particular senior management. The council has a formal reporting relationship to the chief executive (CE) through the co-chairs.

The objectives of the council include:

- Ensuring that equity is a priority and is being improved for high-needs populations (Māori, people living in rural communities, people living with disabilities and young people).
- Working in a true shared partnership model to provide a consumer perspective within Taranaki DHB, hospital and special services.
- Promoting the development of strong relationships and links between Taranaki DHB teams and consumer groups/community organisations.
- Ensuring consumers are visible and influential at all levels of health from direct care, service delivery to policy and Governance.

The role of the seven members is to work together with the co-chairs to progress the Consumer Council objectives making sure these are:

- met and implemented in a fair and equitable way
- aligned with the values, priorities and direction of Taranaki DHB.

ORGANISATIONAL VALUES

Taranaki District Health Board's (DHB) mission (Te Kaupapa) is improving, promoting, protecting and caring for the health and well-being of the people of Taranaki. Taranaki DHB's values define who we are as an organisation, the way we work with each other, our patients, whānau and external partners. Our Te Ahu Taranaki DHB values are:

Partnerships	WHANAUNGATANGA	We work together to achieve our goals
Courage	MANAWANUI	We have the courage to do what is right
Empowerment	MANA MOTUHAKE	We support each other to make the best decisions
People Matter	MAHAKITANGA	We value each other, our patients and whanau
Safety	MANAAKITANGA	We provide excellent care in a safe and trusted environment

2. DIMENSIONS

Reports to:	Co-chairs, Taranaki DHB Consumer Council.
Number of people reporting to you	-
Financial limits authority	-
Operating Budget	-

3. WORKING RELATIONSHIPS

External	Internal
Taranaki DHB Consumer Council co-chairs and members Taranaki public NZ Health Quality and Safety Commission (HQSC) Consumer Council networks	Chief Executive Executive Leadership Team (ELT) Taranaki DHB Planning and Funding Hospital and Specialist Services teams: <ul style="list-style-type: none"> • Clinical Governance Support Unit - Consumer Engagement Advisor • Pou Hapai: Māori Health Services

4. ACCOUNTABILITIES

Key area of responsibility	Expected outcomes
Partnership, participation, and consumer perspective	<ul style="list-style-type: none"> • Read relevant reports and documents prior to Consumer Council meetings. • Attend a minimum of eight Consumer Council meetings annually and: <ul style="list-style-type: none"> • Provide advice on key strategic documents and plans from a consumer perspective. • Promote consumer engagement across Taranaki DHB and make sure it remains focussed on the people we deliver services to. • Focus on improving health outcomes for high-need populations. • Guide DHB services to engage with consumers in service design and delivery by advising on best approaches and appropriate consumer networks/groups. • Identify opportunities where consumers should be

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	<p>involved in specific projects.</p> <ul style="list-style-type: none"> • Ensure regular communication and networking with consumer groups, communities and consumers about the work of the Consumer Council. • Understand and abide by the Consumer Council’s Terms of Reference. • Work constructively with other Consumer Council members and all other associated consumers and DHB staff members. • Support the decisions of the Consumer Council. • At the request of the co-chairs, represent the Council at other meetings. • Adhere to Taranaki DHB policies and procedures including the following: <ul style="list-style-type: none"> - maintaining confidentiality as some aspects of the Consumer Council’s work may be highly sensitive. - not approaching the media about any aspect of the Consumer Council’s work without specific agreement of the co-chairs and chief executive.
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Organisational Accountabilities	Expected Outcomes
Health Equity	<p>Taranaki DHB strives to eliminate health inequalities and achieve health equity for the Taranaki population. In practical terms this means all staff are required to implement relevant health equity policies, procedures, approaches and guidelines issued from time to time including:</p> <ul style="list-style-type: none"> • The Pae Ora Framework which requires: <ul style="list-style-type: none"> ○ Demonstrating the principles of Tino Rangatiratanga, Equity, Active Protection, Options and Partnership under the Te Tiriti o Waitangi; ○ improving understanding of the determinants of ethnic inequalities in health, in particular the “Drivers of ethnic inequalities in health” and the “Pathways to Inequalities” both of which are referenced in the TDHB Pae Ora Framework; ○ Ensuring Health Equity assessment is embedded into your practise where services, policies or programmes are expected to improve outcomes for Māori; ○ Effectively implementing health equity approaches

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Organisational Accountabilities	Expected Outcomes
	<p>outlined for Health Professionals in “Equity of Health Care for Maori: A Framework” published by the Ministry of Health to support He Korowai Oranga Refresh 2014, national Maori Health Strategy;</p> <ul style="list-style-type: none"> ○ Ensuring appropriate health literacy responses are used for effective engagement with Māori; ● You must ensure accurate ethnicity data is collected or held for patients and clients you interact with by following the Taranaki DHB Ethnicity Data Collection Policy and procedures; ● You must attend the Cultural Competency training provided by and for staff of Taranaki DHB including Treaty of Waitangi workshop, general/clinical refreshers, Engaging Effectively with Māori and any other training identified as essential for staff.
<p>Health and Safety</p>	<ul style="list-style-type: none"> ● Maintains a safe and healthy environment ● Complies with health & safety policies and procedures ● Carries out work in a way that does not adversely affect their health and safety or that of other workers ● Complies with procedures and correctly use personal protective equipment and safety devices provided ● Contributes to hazard identification and management process ● Reports accurately near misses/incidents/accidents in a timely manner ● Participates in health and safety matters

5. VARIATION TO DUTIES

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities can be amended from time to time either by additional, deletion or straight amendment to meet any changing conditions, however this will only be done in consultation with the employee.

6. CAPABILITY REQUIREMENTS

Capabilities are the behaviours demonstrated by a person performing the job. Capabilities identify what makes a person most effective in a role. Those listed below are expected for the team roles in the organisation. The required capabilities can change as the organisation develops and the roles change.

Capability
<p>Effective Communication</p> <p>Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making</p>
<p>Decision Making/Problem Solving</p> <p>Demonstrates effective and timely decision making/problem solving techniques. Aware of the impact of decisions on key stakeholders and consults as appropriate utilizing available resources. Is proactive and effective when problem solving is required.</p>
<p>Innovation/Initiative</p> <p>Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.</p>
<p>Resilience/Flexibility</p> <p>Articulates differing perspectives on a problem and will see the merit of alternative points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress.</p>
<p>Cultural Safety</p> <p>Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/customers/colleagues. Manages cultural ambiguity and conflicting priorities well. Understands concepts of whanaungatanga and manaakitanga and Māori cultural orientation to whanau, hapu and iwi.</p>
<p>Teamwork</p> <p>Works to build team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams success.</p>

7. SKILLS

Personal Qualities

- Passion and commitment to eliminate health inequities for Māori, people in rural communities, people experiencing disabilities and young people.
- Passion to improve health outcomes and lead a consumer voice for quality improvements to public health services.
- A drive to help establish the new Consumer Council and work alongside a diverse group.
- Strong relationship management and networking capabilities.

Experience

- Live in the Taranaki region and have experience of using health services (preferably within the last 2-3 years), either directly, or via family or whānau, or be actively engaged in a specific area of health interest.
- Proven ability to influence at a senior and strategic leadership level.
- Governance experience.

Knowledge and skills

- Knowledge and understanding of responsibilities under the Treaty of Waitangi.
- Broad knowledge and understanding of the New Zealand and Taranaki region's health context.
- Able and willing to see "the bigger picture" and think beyond own experiences.
- Effective communication skills with a wide range of people.
- Able to think creatively, critically and strategically.
- Able to read, understand and review complex information.
- Able to use sound and ethical judgment.
- Able to conduct self professionally and demonstrate integrity at all times.