



# Position Description

## POSITION DETAILS

<b>Position Title:</b>	Consumer Advisory Committee Member		
<b>Location:</b>	Melbourne		
<b>Reports To:</b>	Board of Directors		
<b>Membership:</b>	Two (2) years		
<b>Employment Status</b>	Full time <input type="checkbox"/>	Part time <input type="checkbox"/>	Volunteer <input checked="" type="checkbox"/>

### 1. Purpose of Position

The Consumer Advisory Committee is a sub-committee of the Board of the Continenace Foundation of Australia. The Committee aims to advise the Foundation on strategies to enhance consumer and community engagement and participation. A committee member provides recommendations to the Foundation to inform consumer engagement strategies and approaches to engage consumers more broadly. Identifying gaps in information, education and awareness, raising ideas on initiatives to increase awareness and reduce stigma, and offering valuable suggestions to improve system processes for better care. The Consumer Advisory Committee member role includes:

- Providing insight and advice to the Foundation of the lived incontinence experience to guide the Foundation’s work.
- Connecting with broader community networks to support the Foundation’s work.
- Working collaboratively with the Committee on the Foundations strategic initiatives and community engagement and participation strategies.
- Supporting the implementation of awareness-raising and stigma reduction campaigns.
- Supporting the reporting of the Consumer Advisory Committee’s accomplishments to stakeholders as required.

### 2. Key responsibilities and Details of Actions

Key Responsibilities	Performance Indicators
<b>Participate in meetings</b>	<ul style="list-style-type: none"> <li>• Actively participate in [bi-monthly/quarterly] meetings.</li> <li>• Be familiar with the content of agendas and documents prior to meetings.</li> </ul>
<b>Attend seminars, conferences, and training sessions</b>	<ul style="list-style-type: none"> <li>• Participate in Foundation orientation, which is delivered at the start of a membership term.</li> </ul>



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	<ul style="list-style-type: none"> <li>• Assist in identifying development and training requirements related to consumer, caregiver, and community engagement, and offer suggestions on addressing these needs.</li> <li>• Participate in Foundation or other organisation training, conferences, or workshops, and share key learnings with other committee members.</li> <li>• After attending such sessions, report back to the committee and contact the Partnering with Consumer Officer to include the topic in the meeting agenda.</li> <li>• When possible, observe and learn about the operations of other Community Advisory Committees.</li> </ul>
<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Contribute valuable insights on enhancing the quality of the information provided to consumers in emphasising awareness and accessibility.</li> <li>• Participate in Consumer Caucus activities and share your knowledge.</li> <li>• Contribute to the monitoring of key performance indicators for the enhancement of Foundation quality.</li> <li>• Participate in the development of the Foundation annual report.</li> </ul>
<b>Identify Issues</b>	<ul style="list-style-type: none"> <li>• Recognise and advise the Foundation on critical areas and concerns that necessitate consumer and community involvement.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Promote two-way communication between consumers, caregivers, and community groups.</li> <li>• Stay updated with information relating to the community's incontinence health needs.</li> <li>• Advice Foundation on community methods of communication and gaps.</li> <li>• Maintain privacy and confidentiality.</li> </ul>
<b>Promotion</b>	<ul style="list-style-type: none"> <li>• Support the enablement of consumer participation across the Foundation.</li> <li>• Raise public knowledge of the Foundation and the Community Advisory Committee and its function.</li> </ul>
<b>Community representation</b>	<ul style="list-style-type: none"> <li>• Make recommendations to the Foundation on behalf of the community, including advocating for more attention and sensitivity to the needs of diverse, isolated, and marginalised consumers and communities.</li> </ul>



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	<ul style="list-style-type: none"> <li>• Advise the Foundation on local community incontinence-related concerns.</li> <li>• Participate in external communities of interest.</li> </ul>
<b>Foundation Relationships</b>	<ul style="list-style-type: none"> <li>• Chief Executive Officer</li> <li>• Program Manager</li> <li>• Partnering with Consumer Officer</li> <li>• Community Advisory Committee</li> <li>• Foundation board</li> <li>• Foundation Staff</li> <li>• Members of the community</li> </ul>

### KNOWLEDGE, SKILL AND EXPERIENCE REQUIREMENTS

<b>Key Attributes</b>	<ul style="list-style-type: none"> <li>• Desires to listen to, respect, and recognise the needs of others.</li> <li>• Reflect the opinions of the community's experiencing incontinence in an accurate and articulate manner.</li> <li>• Effective verbal and written communication</li> <li>• Capability to express a consumer point of view while also accepting and appreciating various points of view given inside the committee.</li> <li>• Recognition of the readiness to learn about all aspects of the Foundation services and ongoing Programs.</li> </ul>
<b>Experience/Skills</b>	<ul style="list-style-type: none"> <li>• Capable of contributing specialist knowledge and experience by delivering consumer, caregiver, and community perspectives.</li> <li>• Engage members of the community with strong community networks and a thorough grasp of local or regional concerns.</li> <li>• Capable of reflecting on and addressing Incontinence issues in the community rather than personal concerns.</li> <li>• Proficient in reflecting the viewpoints of the communities serviced by Foundation and bringing to the Community Advisory Committee knowledge of relevant community groups' thoughts and policies.</li> </ul>



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<b>Desired</b>	<ul style="list-style-type: none"> <li>• Lived experience of Incontinence.</li> <li>• Member of a community and/or support group.</li> <li>• Attained knowledge on stigma and drawbacks within Culturally and Linguistically Diverse backgrounds</li> <li>• Knowledge or real-life experiences with stigma and challenges experienced due to culturally and linguistically diverse backgrounds.</li> </ul>
<b>Computer/Software</b>	Basic computer knowledge
<b>Addition Information</b>	Membership of the Community Advisory Committee should emphasise consumers, caregivers, and communities, not health care providers. Applicants who provide or are employed in a health service are not eligible (Health Services Act 1988)

### WORKPLACE HEALTH AND SAFETY

The Member is responsible and accountable for:

- Compliance with workplace health and safety policies and procedures for risk identification, risk assessment and risk control. Refer WHSP01 Work Health & Safety; WHSP07 Smoking, Drugs and Alcohol.
- Active participation in activities associated with the management of workplace health and safety.
- Identification and reporting of health and safety risks, accidents, incidents, injuries and property damage at the workplace. Refer WHSP05 Incident and Accident Reporting Management.

### QUALITY MANAGEMENT

The Member is responsible and accountable for:

- Familiarity and compliance with all Company Policies.
- Active participation in training activities associated with Company Policies.
- Supporting the Continenace Foundation’s commitment to quality improvement and contributing to the achievement of contractual deliverables.



## Position Description

This position description has been designed to indicate the general nature and level of work performed by member within this position. It is not designed to contain or be interpreted as a total inventory of all duties, and responsibilities that may be required of members assigned to the role.

### MEMBER DECLARATION

I	<input type="text"/>
	<i>(Applicant's Name)</i>
hereby understand and accept the conditions of the position description as detailed herein for the position of	
	<input type="text"/>
	<i>(Position)</i>
<b>Member signature</b>	<input type="text"/>
<b>Date</b>	<input type="text"/>