

Role Description Consumer Group

E pā ana ki a tatou - About us

Here at Te Kahu Pairuri Hospice Taranaki (HTI) we embrace diversity and welcome all people, including all gender identities, ages, ethnicities, sexual orientations, disability, and religions. An organisation that is diverse and inclusive means that we are better positioned to understand and serve our community. Hospice Taranaki works in partnership with patients, their families/whānau and organisations to provide and influence best practice care, support and understanding at the end of life.

Position Description

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| Position Title | Consumer Group Member |
| Reports to | Consumer Group Working Party |
| Functional Relationships | Consumer Group Working Party |
| Location | Te Kahu Pairuri Hospice Taranaki |

Kōrero mō te tūranga - About the role

Te Kahu Pairuri Hospice Taranaki (HTI) recognises involving consumers, whānau and communities leads to a collective development of organisational priorities, processes and evaluation, and that consumers, whānau and communities are to be involved at all levels. Co-design is a purpose-driven initiative that enables Te Kahu Pairuri Hospice Taranaki to discover unique perspectives through collaboration and will include user and stakeholder opinions in key decisions. Patients are the most critical stakeholders in their own healthcare and the organisation is committed to working collaboratively with patients and whānau/family by ensuring consumers are involved in the development and review of all relevant policies, programmes, and projects.

Achieving this will mean:

- An improved experience for patient and family/whānau.
- Embedding and enacting Te Tiriti o Waitangi
- Supporting achieving health equity
- Strengthening systems for high quality healthcare.
- Te Kahu Pairuri Hospice Taranaki values are incorporated in all interaction with patients, family/whānau and our wider community.

Key tasks:

Attend Consumer Group meetings and:

- Read relevant reports and documents prior to Consumer Group meetings.
- Provide advice on key strategic documents and plans from a consumer perspective.
- Promote consumer engagement across HTI and ensure it remains focused on the people we deliver services to.
- Focus on improving health outcomes and achieving equity for Māori, and population groups at risk of poor health outcomes. This may include people in remote rural communities, Pasifika communities, former refugees and new immigrants, disabled people, and people with multimorbidity's, elderly, youth and LGBTQ communities.
- Guide HTI services to engage with consumers in service design and delivery (signposting to appropriate consumer networks/groups and advising on best approaches).
- Identify opportunities where consumers should become involved in specific improvement projects.
- Advise on person and whanau centred care approaches to service design and delivery.
- Ensure regular communication and networking with consumer groups, communities, and consumers about the work of the Consumer Group (with support).
- Maintain an overview of consumer and community engagement activity across the HTI.
- Work constructively with other Consumer Group members and all other associated professionals and consumers.
- Support the decisions of the Consumer Group.
- Maintain confidentiality. Some aspects of the work of the Consumer Group may be highly sensitive and as a member of the Consumer Group, you will be required to sign a Code of Conduct.
- Declare any conflicts of interest immediately.
- Not approach media about any aspect of the Consumer Group's work without specific agreement from the Chair of the Consumer Group and CEO.
- Please note that the Consumer Group will be supported in its work by member of the Consumer Group working party. This will include training and assistance with communication and networking, and primary health services.

Time commitment

- Meetings will be held monthly (except January/December). Meetings typically run for one hour.
- Pre-meeting and post-meeting reading will be expected.
- Attendance at other meetings may be necessary. This will be negotiated between the Chair and delegated member.
- Membership is for a term of three years.
- Non-attendance as three consecutive meetings without rationale will be considered resignation.

Capability Profile

Qualities, skills, and experience Personal Qualities

- Interest and commitment to help improve public health services in the Hauora Tairāwhiti district.
- Interest and commitment to help eliminate health inequities for Māori, and other population groups at risk of poor health outcomes.
- Confidence, maturity, and reliability
- Knowledge and skills.
- Relationships and connections to networks in a specific locality, community of interest or within your health interest area.
- Good listening and communication skills with a wide range of people - Able to think creatively, critically, and strategically.
- Confidence to interact positively with senior health professionals, leaders, and managers.
- Some knowledge of the New Zealand health and disability sector.
- Knowledge and appreciation of the Treaty of Waitangi and its application in health.
- Able and willing to see “the bigger picture” and think beyond your own experience.
- Good analytical skills - Able to access the internet and emails, and willingness to learn and use Microsoft Teams.
- Able to work positively and constructively in a group, share insights, thoughts, and opinions.
- Able to use sound and ethical judgment.
- Able and committed to maintain confidential information.
- Able to conduct yourself professionally at all times

Please note that we do not expect every person to have all of the above knowledge and skills.

We appreciate that some of these are learnt through experience and support and mentoring can be made available.

Experience

- Live in Taranaki.
- Some experience of committee work would be desirable, but not essential.
- It is important that a Consumer Group member is independent of the HTI. In line with the aspirations for the Consumer Group, we are aiming to provide a voice and forum for people removed from the health and disability decision-making. Therefore employees of Hospice are not eligible for membership.

Support and payment to undertake the role

Orientation to the role, guidance and support will be provided to Consumer Group members, as required. This will include:

- Initial orientation meeting to HTI and the role of the Consumer Group.
- Identified key contact person(s) within the HTI for the role.
- Adequate and timely communication regarding meetings.
- Consumer Group members will be paid at a fixed rate for attendance.

Hospice Taranaki Values

It is expected that our employees will be aligned with our organisation's values as below



- Are professional in dealings with others
- Demonstrate respect for other staff, clients and community group members
- Understand the need for confidentiality
- Apply the principles of the Treaty of Waitangi to aspects of their job as appropriate
- Interact with other agencies and organisations
- Display a high standard of personal presentation

Ma tini, ma mano, ka rapa te whai - By joining together we will succeed

Hospice Taranaki is committed to meeting and enacting our obligations and responsibilities under the five principles of Te Tiriti o Waitangi as below;

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| Tino Rangatiratanga | Māori self-determination and mana Motuhake in the design, delivery and monitoring of Palliative Care services and End-of-life care in Taranaki. |
| Equity | The commitment to achieving equitable provision and access to Palliative Care services and End-of-Life care for Māori |
| Active Protection | Acting to the fullest extent practicable to achieve equitable End-of-life-care outcomes for Māori, including ensuring that Te Kahu Pairuri Hospice Taranaki, its staff, its representatives and Te Tiriti Partners are fully informed on both Māori End-of-life care outcomes and efforts to achieve equity. |
| Options | Providing for and properly resourcing Kaupapa Māori End-of-life care and services; and that Hospice Taranaki meets its obligation to ensure that all of its services are provided in a culturally appropriate way that recognises and supports Hauora Māori Models of care. |
| Partnership | Working in partnership with Māori in the governance, design, delivery and monitoring of Palliative and End-of-life care services and Māori are co-designers of the Palliative care sector and End-of-life Care |

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

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| Date Effective: | |
| HTI member signature: | |
| Consumer member signature: | |