



Consumer Advisor on the Mercy Perinatal Consumer Advisory Steering Group Role Description



About Mercy Perinatal

Mercy Perinatal is based at Mercy Hospital for Women and was launched in 2015 as a 3 pillar centre of excellence in clinical care, education and research in high risk pregnancy. As Co-Directors, Professor Sue Walker AO and Professor Stephen Tong lead a cross-disciplinary team of clinicians, educators and researchers to ensure best outcomes for pregnant women and their families.

The Consumer Advisory Steering Group (CASG) is convened to provide strategic leadership around consumer engagement in care, research and education. The CASG and any working groups will provide insights into what really matters for the community in pregnancy care, and work alongside our team to design and shape research that will address these priorities.

Description of Role

This opportunity is for a consumer to play a leading advocacy role as a member of the Mercy Perinatal Consumer Advisory Steering Group. The Consumer Advisory Steering Group will be responsible for coordinating, directing and developing the consumer roles in Mercy Perinatal's research, care and education agenda. They will ensure diverse representation from the community of women and their families who have lived experience of pregnancy. They ensure the consumers experience and voice is considered, particularly when designing, developing, undertaking, reporting and implementing new research.

The role is open to members of the community Mercy Perinatal serves, past or current patients, and family members. The role is available to people of all ages, gender, faiths, cultural backgrounds, Aboriginal and Torres Strait Islander communities, LGBTIQ+, disabilities and abilities.

Advisors are required to attend and actively participate in the steering group meetings in line with the terms of reference for the tenure of the position. The Consumer Advisor is responsible for informing the secretariat when they are unable to attend meetings. The Chair and Secretariat are available as a support to Consumer Advisor members as are members of the Mercy Health Community Experience Team.

Consumer Advisors will be remunerated for their time and reimbursed for any out-of-pocket expenses incurred in undertaking the role as specified in the Mercy Health Consumer Engagement Remuneration and Reimbursement Procedure.

Position Purpose

As a member of the Mercy Perinatal CASG you will play an integral role in ensuring that our clinical, research and education practices are undertaken with the consumer and the community in mind.

You will help create the strategic plan for consumer engagement and share your lived experiences, opinions and insights, particularly on research topics within pregnancy care. Further information on the goals of Mercy Perinatal and the expectations of this role can be found in the Terms of Reference document.



Impact and Purpose

The Consumer Advisor Role, aims to:

1. Represent and advocate for the community,
2. Advise Mercy Perinatal and the Advisory Committee about patient and community views on Mercy Perinatal's clinical service development, education and research,
3. Define and develop consumer roles, engaging across diverse communities and stakeholders,
4. Advise Mercy Perinatal on community expectations and provide insight into the experience of patients, their families and carers at Mercy Perinatal,
5. Recruit consumers to the Mercy Perinatal consumer network, who may participate in focus groups, discussion forums regarding research themes and other Mercy Perinatal initiatives,
6. Oversee training, remuneration and support for consumers participating in focus groups/ research.

Contacts/Reports

- The Mercy Perinatal CASG administrator, Isabella Preston can answer any queries, or direct them within the Mercy Health Consumer Network, at mercyperinatal@mercy.com.au
- Community Engagement Officer at Mercy Health coordinates the Register as part of the Community Experience Team. They may be contacted on 0466 593 949 or via email at getinvolved@mercy.com.au.
- The Community Experience team are available to support all Consumer Advisors, if you have a concern, query or feedback please contact one of the team.

Role Responsibilities/Activities

1. Adhere to Mercy Health Codes of Conduct, Equity & Inclusion, Privacy & Confidentiality Policies
2. Be mindful of diversity and representation, actively considering the perspectives of those outside of your own lived experience and diaspora.
3. Consider all engagement activities from the point of view of addressing the needs of the people who use Mercy Health services, from their ability to understand and participate in their own care and in contributing to the planning, design and governance of services provided.
4. Be part of the co-creation of a safe environment, where all CASG members feel they can share their thoughts and experiences, communicating clearly and respectfully anyone you engage.
5. Contribute to the strategic planning of consumer engagement at Mercy Perinatal.
6. Develop strategies to nurture consumer engagement at Mercy Perinatal.
7. Share your experience and perspective/s to ensure our services meet the needs of people accessing them, and facilitate the consultation of other consumers where needed.
8. Actively participate in meetings, through conversations and preparatory work e.g., readings or seminars.
9. Maintain confidentiality of documents, correspondence and decisions relating to the steering group.
10. Ask questions, seek clarification and support to help you undertake the role.
11. Follow up any agreed actions in a timely manner.
12. Assist with tasks and projects as is reasonably requested.

Outcomes/Goals

1. Add value to the service we provide to pregnant women and their families
2. Increase Mercy Health and Mercy Perinatal's ability to partner with its consumers in the governance of the services it provides, in the delivery of care, in its communication with consumers and in its planning and designing of research.
3. Gain enjoyment from partnering with Mercy Health and Mercy Perinatal.

4. Contribute meaningfully to the community.
5. Development of new or existing skills.

Experience/Qualifications

Essential Criteria

- Lived experience of planning, current or previous pregnancy, pregnancy (as a patient or family member/ friend).
- Ability to consider things and communicate from the point of view of a consumer.
- Ability to provide working recommendations, with consideration of the large number of stakeholders.
- Ability to show empathy for those on the steering group, creating a safe environment.
- Excellent written and oral communication skills - including group discussion and oral presentations.
- Ability to work in a team environment
- Current Police Check, Working with Children Check and References

Desirable

- Previous experience as a consumer representation/advocate in the health field.
- Previous involvement in committees or working groups
- Previous experience with strategic planning, governance and multidisciplinary stakeholders.
- Proof of immunisation and COVID-19 Vaccinations (if required).

Skills/Qualities

- A commitment to Mercy Health and Mercy Perinatal Values.
- Able to maintain confidentiality and discretion.
- Able to understand the limitations of what is appropriate for a Consumer Advisor and not go beyond those limits.
- Willingness to learn and accept guidance.
- Leadership qualities.
- Compassion and empathy.
- Adaptable and innovative in the face of dynamic situations.
- Able to make an informed decision with consideration for competing priorities.
- Ability to stay on task and within the advised timeframe.
- Willing to provide feedback and support where required.

Training and Support

Mercy Perinatal will provide reading materials, information videos and in-person training for all CASG members.

Key pieces of training information that the steering group need to engage with are:

- Introduction to Mercy Perinatal and the Consumer Advisory Steering Group – In person session (The who, what, why, and how).
- Key terms – Reference document.

About Mercy Health

Mercy Health provides public health services, residential aged care, home care and seniors living services in Victoria, New South Wales, Western Australia, Queensland and the Australian Capital Territory.

Founded by the Sisters of Mercy, Mercy Health is a Catholic organisation grounded in a 2,000-year tradition of caring for others. Mercy Health shares a common bond with its community to care for those in need; the organisation cares for people from many cultures and backgrounds irrespective of their beliefs. It is committed to including the community in its decision making to better inform and improve the services it provides.



Equity & Inclusion

Mercy Health is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation.

Mercy makes decisions on employment, engagement and promotion based on merit. We are committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing staff, contractors, appointees, volunteers and partners with a safe, respectful and rewarding environment.

Mercy Perinatal and Mercy Health use a range of methods to seek out diverse voices of those who are under-represented in our consumer engagement work. This extends to those with diverse birth experiences, life experience, age, culture, language, literacy and area of residence.

Confidentiality & Conflicts of Interest

Written declaration of confidentiality as well as conflict/s of interest will need to be submitted and documented upon appointment. If at any time confidentiality is breached or undisclosed conflicts of interest are found, the Mercy Perinatal Advisory Committee will be notified and appropriate actions undertaken.

Remuneration

Mercy Perinatal will be providing remuneration in alignment with the Appointment and Remuneration Guidelines set out by the Premier and Cabinet (<https://www.vic.gov.au/guidelines-appointment-remuneration>).

Tenure

Applicants are asked to commit to an initial appointment of 3 years. After this you may apply for 2 x 2 year extensions, to a total maximum of 7 years.

Signature (Upon Appointment)

I have read and agreed to undertake the Consumer Advisor role as outlined in this role description.

Name	Position	Signed	Date