

## Position Description

At REDHS, our vision is to be a trusted leader in our local rural health care. **Growing Together – Our People, Our Culture, Our Future.** reflects our commitment to achieving this by fostering a workplace where people feel valued, respected and connected.

As a trusted service provider, our actions shape our culture and influence the experience of those we serve. This Position Description outlines the responsibilities and expectations of the role and its contribution to our mission and strategic objectives. At REDHS, how we achieve outcomes is as important as the outcomes themselves. All employees are required to comply with the REDHS values and demonstrate them consistently in their daily work to support our people, strengthen our culture and positively impact our community.

<b>Position Title</b>	Consumer Experience & Quality Officer
<b>Position ID</b>	
<b>Department</b>	Quality and Innovation
<b>Award</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2021-2025 Or Nurses & Midwives (Victorian Public Sector EBA 2024-2028)
<b>Classification</b>	To be negotiated based on experience
<b>Employment Type</b>	Part time and or casual
<b>Reports To</b>	Assistant Director, Quality and Innovation
<b>Direct Reports</b>	Nil
<b>Date Document Approved</b>	June 2026
<b>Approved by</b>	Director People and Culture / Chief Executive Officer
<b>Purpose of Position</b>	Contribute to the Quality and Innovation team by providing quality systems support, consumer experience expertise and a continuous improvement approach that strengthens care outcomes, organisational performance and compliance.

### Key Accountabilities & Performance Indicators

Key Accountabilities (Strategic Focus)	Performance Indicators (Measures of Success)
Consumer Experience and Engagement	<ul style="list-style-type: none"> <li>Support consumer participation, engagement in co-design and partnership activities for service evaluation and improvement</li> <li>Ensure consumer feedback, complaints, compliments and experience data are analysed and reported to relevant committees</li> <li>Link consumer feedback to continuous improvement plans</li> <li>Monitor compliance with relevant consumer participation standards and accreditation requirements</li> </ul>
Communication, Collaboration and Partnerships	<ul style="list-style-type: none"> <li>Team with internal (staff, clients, families, carers) and external stakeholders (regulatory agencies, industry and community bodies) to support positive shared outcomes</li> <li>Provide timely, relevant guidance on best practices in consumer engagement and experience</li> <li>Author, review and provide advice on policies and procedures impacting consumer experience and feedback processes</li> </ul>
Consumer Health Literacy and Training	<ul style="list-style-type: none"> <li>Enable the development, review and implementation of consumer health literacy initiatives, resources and communication materials in line with legislative, accreditation and best practice requirements</li> <li>Collaborate with Education, Training and Development, to embed feedback and health literacy in staff ongoing development to strengthen application of optimal consumer-centred approaches</li> </ul>

Quality Improvement Generalist	<ul style="list-style-type: none"> <li>• Provide administrative and project support for quality, risk, consumer experience, accreditation, compliance and organisational improvement activities as directed by the Assistant Director, Quality and Innovation</li> </ul>
Actively demonstrates and embeds the REDHS values in all actions, decisions and interactions, contributing to a safe, respectful, inclusive and high-performing culture aligned to <b>Growing Together: Our People. Our Culture. Our Future.</b>	<ul style="list-style-type: none"> <li>• Consistently demonstrates behaviours aligned to REDHS values in daily practice</li> <li>• Treats consumers, colleagues and community members with respect, fairness and professionalism</li> <li>• Takes personal accountability for actions, follows through on commitments and raises concerns appropriately</li> <li>• Contributes positively to team culture and psychological safety</li> <li>• Participates in engagement, learning and improvement activities that strengthen service quality and sustainability</li> <li>• Uses organisational resources responsibly and supports environmentally and financially sustainable practices</li> </ul>

### Key Relationships

<b>Internal Relationships</b>
<ul style="list-style-type: none"> <li>• Executive</li> <li>• Leadership team</li> <li>• Quality and Innovation team</li> <li>• Staff across all departments</li> <li>• Patients, clients and families</li> <li>• Volunteers</li> </ul>
<b>External Relationships (Community, Industry etc)</b>
<ul style="list-style-type: none"> <li>• VMOs</li> <li>• Loddon Mallee Region healthcare facilities</li> <li>• Local community groups (e.g. Probus, Rotary, Lions, RSL, RBN)</li> </ul>

### Key Selection Criteria & Capabilities

<b>Key Selection Criteria</b>
<b>Qualifications</b>
<ul style="list-style-type: none"> <li>• Tertiary qualification in healthcare, management, performance improvement or related field (desired)</li> <li>• Professional certificate in Customer Experience or willing to pursue (desired)</li> <li>• Relevant experience working in performance improvement in healthcare</li> </ul>
<b>Essential Registrations</b>
<ul style="list-style-type: none"> <li>• National Police Check</li> <li>• Current Driver's Licence</li> <li>• Current Working with Children Check</li> </ul>
<b>Technical and Professional Capabilities</b>
<ul style="list-style-type: none"> <li>• Demonstrated experience in data analysis and communication tools including MS Office</li> <li>• Robust project coordination skills with impeccable attention to detail</li> <li>• Demonstrated ability to clearly and concisely interpret, audit and report information efficiently and effectively using databases such as RLDatix, MANAD, UNITI, iPM, and others</li> <li>• Adherence to strict privacy and confidentiality policy, regulations and ideals.</li> <li>• Excellent written and verbal communication skills</li> <li>• Understanding of risk, safety, and compliance industry standards and legislation</li> </ul>
<b>Personal &amp; Leadership Capabilities</b>
<ul style="list-style-type: none"> <li>• Highly organised with the ability to manage multiple priorities and deadlines</li> <li>• Strong interpersonal skills with the ability to build relationships across diverse stakeholders</li> <li>• Solid self-initiative and problem-solving skills in fast-paced and changing environments</li> <li>• Excellent teammate, strongly supports team cohesion in efforts to meet departmental goals</li> <li>• Professional, proactive and customer-focused approach</li> <li>• Commitment to REDHS values and contributing to a positive workplace culture</li> </ul>

## Growing Together – Our People. Our Culture, Our Future.

<b>REDHS Values and Behaviours</b>	
<p>Our culture is shaped by the values and behaviours we demonstrate every day, and our commitment extends beyond our organisation into the community we serve. Employees are required to comply with the REDHS Values, as the way we behave in the workplace and the manner in which we undertake our roles is just as important as how we perform the tasks associated with them. We expect all employees to embrace the REDHS Values and demonstrate them consistently in their daily work, contributing positively to our people, strengthening our culture, and supporting our community.</p>	
<b>R</b>	<b>Reliability</b> We are trustworthy and consistent in everything we do, ensuring safe, high-quality care for our patients, residents, and the community at all times.
<b>E</b>	<b>Engagement</b> We work collaboratively with colleagues, patients, and our community to address challenges, create opportunities, and bring about positive change in rural health and wellbeing.
<b>D</b>	<b>Diversity</b> We respect and embrace the unique needs, experiences, and perspectives of every individual, ensuring culturally safe and inclusive care for all.
<b>H</b>	<b>Hospitality</b> We welcome and treat everyone with warmth, empathy, and generosity, creating a positive and compassionate experience for patients, families, colleagues, and visitors.
<b>S</b>	<b>Sustainability</b> We deliver care responsibly today while making decisions and using resources that safeguard the health, wellbeing, and future of generations to come.

## Employment Obligations

<b>Employment Principles</b>
<p>REDHS is committed to the employment principles that reinforce the public sector values. These principles ensure:</p> <ul style="list-style-type: none"> <li>• Employment decisions are based on merit and employees are treated fairly and reasonably</li> <li>• Employees have a reasonable avenue of redress against unfair or unreasonable treatment</li> <li>• Equal employment opportunity is provided</li> <li>• Human Rights are upheld in accordance with the Charter of Human Rights and Responsibilities Act 2006</li> </ul>
<b>Professional Conduct and Organisational Compliance</b>
<p>Employees of REDHS must perform the inherent requirements of their role to a professional standard and comply with all REDHS policies, procedures, Codes of Conduct, values and lawful directions, as well as applicable legislation, industrial instruments and accreditation standards. All staff must demonstrate the REDHS Values, maintain confidentiality, access information only as required for legitimate work purposes, participate in the Performance Review and Development program, complete mandatory training and engage in relevant professional development.</p>
<b>Personal Centred Care</b>
<p>All staff are required to support the REDHS “This is Me” philosophy by treating all individuals with dignity and respect, supporting informed decision-making and providing care and service that recognises individual needs and rights.</p>
<b>Work Health Safety &amp; Risk</b>
<p>All employees must take reasonable care for their own health and safety and that of others, follow safe work practices, use personal protective equipment as required, report hazards, incidents and</p>

risks in accordance with REDHS systems, participate in emergency preparedness activities and contribute to organisational risk management and continuous quality improvement.

**Clinical Practise Requirements (Clinical roles)**

Employees in clinical roles must maintain current registration and/or licensing, practise within their approved scope, complete required competencies, deliver safe person-centred care aligned with NSQHS and professional standards, and participate in clinical risk management and multidisciplinary collaboration.

**Employment Conditions**

Appointment and ongoing employment are subject to satisfactory pre-employment checks including Police Records Check, Working with Children Check (where applicable), NDIS Worker Screening Check for identified risk-assessed roles, and staff immunisation clearance in accordance with REDHS policy, as well as disclosure of any pre-existing condition that may affect the inherent requirements of the role.

**Additional Requirements**

**Position Review**

- This Position Description may be reviewed and amended at any time, with approval from the relevant Director and in consultation with the employee
- Appointment is subject to satisfactory Staff Immunisation clearance and required pre-employment checks, including a Police Records Check, Working with Children Check and, where applicable, an NDIS Worker Screening Check
- This document outlines the general duties and responsibilities of the role and is not exhaustive
- An initial performance review will occur within three months of commencement and annually thereafter. These discussions provide an opportunity to review responsibilities, clarify expectations and set objectives for the year ahead

**Acceptance of the Position**

This Position Description:

- Is to be read in conjunction with the employee's Contract of Employment, applicable Enterprise Agreement, and REDHS policies, procedures and Codes of Conduct.
- May be amended from time to time in consultation with the employee
- Reflects the general duties and responsibilities of the role and is not intended to be exhaustive

By signing below, the employee acknowledges that they have read, understood and agree to comply with the requirements and responsibilities outlined in this Position Description and associated employment documentation.

**Name**

**Date**

**Signature**