



Monash Health

Position title: Monash Health Community Advisory Committee – Community Member

Reports to: Monash Health Board of Directors

About Monash Health

Monash Health is Victoria's largest public health service. We provide safe, high-quality care to one-quarter of Melbourne's population, across the entire lifespan, from pre-birth to end-of-life.

More than 22,000 of us work at over 40 care locations across south-east Melbourne, including seven hospitals and an extensive network of rehabilitation, aged care, community health and mental health facilities. Each year:

- We provide more than 3.2 million episodes of care to our community,
- Close to 276,000 people are admitted to our hospitals,
- Close to 220,000 people receive care at our three emergency departments,
- We respond to more than 67,000 ambulance arrivals,
- We perform more than 48,000 surgical procedures, and
- We deliver more than 10,000 babies.

We are an equal opportunity employer and committed to a fair, non-discriminatory workplace that maximises the talent, potential and contribution of all.

Our values

- **Integrity:** Honesty, open and transparent, admit mistakes, maintains confidentiality, fairness, builds trust.
- **Compassion:** Empathy, sensitivity, concern for others, interacts with dignity, tolerance, anticipates needs
- **Accountability:** Understands roles, uses resources wisely, delivers on time, timely decision making, achieves stretch goals, takes responsibility for performance
- **Respect:** Builds relationships, courteous, listens and understands, gives and receives feedback, sensitivity and understanding, values difference and individual worth

- **Excellence:** Supports creativity and innovation, proactive and solution-focused, seeks out opportunities, embraces quality improvement, professionalism

Our guiding principles

1. We consistently provide safe, high quality and timely care
2. We provide experiences that exceed expectations
3. We work with humility, respect, kindness and compassion in high performing teams
4. We integrate teaching, research and innovation to continuously learn and improve
5. We orientate care towards our community to optimise access, independence and wellbeing
6. We manage our resources wisely and sustainably to provide value for our community

Job summary

Purpose

The Monash Health Community Advisory Committee was established in 2004 and is a legislated and strategic advisory committee reporting to the Monash Health Board of Directors and works to provide a voice for the community and consumers. It has no executive or operational authority.

Community member positions are **voluntary positions**. See Terms of Reference for reimbursement and remuneration.

Key result areas

These are outlined in the Monash Health Community Advisory Committee Terms of Reference under 'purpose and roles' and 'Specific responsibilities'.

Scope

Key internal relationships:

- Monash Health Board of Directors
- Monash Health Chief Executive
- Monash Health Community Advisory Committee Executive Sponsor
- Chief Medical Officer
- Director, Patient Experience and Consumer Partnerships
- Manager, Consumer Partnerships and Volunteer Services
- Monash Health Consumer Advisory Groups

Key external relationships:

- External networks and community (eg Advocacy, cultural, community, or sporting groups and networks)
- Safer Care Victoria
- Health Issues Centre
- Consumer Health Forum
- Other Health Services

Responsibilities

The Community Advisory Committee is a strategic level committee, which is appointed in an advisory capacity to the public health service board as a legislated advisory committee of the board. It has no executive authority.

This position description should be read in conjunction with the Terms of Reference and Code of Conduct

Person specification

Community members are appointed by the Board of Directors on the joint recommendation of the Chair, Community Advisory Committee, and the Executive Sponsor. The selection criteria for membership to the Community Advisory Committee are guided by the Safer Care Victoria's "Building your Healthy community: A guide for health service Community Advisory Committees", the Health Services Act 1988 (Vic) and the Monash Health Board of Directors.

Selection criteria include:

- Capacity to reflect patient, carer or family member perspectives;
- Capacity to reflect views of the Monash Health community;
- Strong links to community and / or consumer groups; and
- An interest in creating safer systems and better care.

Eligibility considerations:

- Community members are appointed as individuals, and not as a representative of any organisation.
- Community members are selected on their community networks and relevant health consumer experience, as well as their capacity to work at a strategic level, rather than an operational level, or personal concerns and individual issues.
- Consumer Advisors who currently serve on another health service Community Advisory Committee or similar strategic health service consumer advisory committee will be considered on a case-by-case basis due to the potential for conflict of interest (Health Services Act 1988 (Vic)).
- Applicants who are current or former health service employees, or who are registered health practitioners are not preferred and will be considered on a case-by-case basis (as per the Health Services Act 1988 (Vic) and Safer Care Victoria's "Building your Healthy community: A guide for health service Community Advisory Committees").
- Community members must meet the Monash Health Consumer Advisory Register eligibility criteria.

Community members – desirable skills, qualities, knowledge, experience

It is desirable that community members demonstrate:

- Ability to inform and or influence decision making at a strategic level.
- Ability to reflect, and articulate community issues at a strategic level, in order to advocate to the Monash Health Board of Directors on Community Advisory Committee matters.
- Experience in consumer health, and patient experience, including as a parent, carer and guardian.
- Contribution of specialist knowledge and expertise by providing consumer, carer and community perspectives.
- Connection to, and activities undertaken with, established formal or informal community or consumer networks; individual consumers with the capacity to develop such links will also be considered.
- A sound understanding of local and regional consumer health issues.
- Capacity to engage with staff and consumers on strategic issues pertaining to Community Advisory Committee work.
- Capacity to work constructively as a team member as well as undertake and lead Community Advisory Committee activities as required.
- Participate actively and respectfully in discussion and formal meetings, including being receptive to other perspectives when querying or challenging topics under discussion.

Chair and Vice Chair – desirable skills, qualities, knowledge, experience

Additional to the skills, knowledge and experience expected of community members, there are additional skill sets sought in a Chair or Vice Chair of the Community Advisory Committee. These capabilities are also desirable although not mandatory for Committee members. These should include well developed or developing:

- **Skills** – Consumer Health Service experience, sound knowledge of policy and governance requirements, strategic thinking, strategic planning and leadership, risk management, understanding the impact of risk and the ability to read and understand documentation.
- **Qualities** – Integrity and standing in the community, demonstrated honesty, tolerance of different views, ability to listen, ability to gain the views of others through appreciative inquiry, analyse topics, think clearly, work well with others, develop positive working relationships and confidence to take an active leadership role.
- **Knowledge and Experience** – previous experience working with relevant stakeholders and performing at a high level; experience in consumer representation, consumer participation and patient experience. Chairperson meeting duties: including promote discussion, ensure respectful behaviour, effective time management, ensure decision making is consensual.

Other position requirements

- Current and satisfactory Police Check.
- Current and satisfactory Working with Children Check.
- Community Advisory Committee members are appointed by the Monash Health Board of Directors following written application and formal interview process.
- Ongoing appointment is subject to an initial twelve month probationary period, which commences on the date of the first meeting attended.
- The term of appointment is for a period of three years.
- Successful members will be asked to sign a confidentiality agreement and a Code of Conduct.
- All Community Advisory Committee members are required to abide by Monash Health iCARE values and adhere to Monash Health policies and procedures.
- Community members must join the Monash Health Consumer Advisory Register.

Document approval

Approved by: Monash Health Board of Directors

Department: Patient Experience Office

Date: 1 May 2025