

# Position Description

<b>Position title:</b>	<b>NEMICS Consumer Representative</b>
<b>Classification:</b>	Volunteer
<b>Business Unit/ Department:</b>	North Eastern Melbourne Integrated Cancer Service (NEMICS)
<b>Employment Type:</b>	Appointed for a maximum of a 2-year term with the opportunity to reapply for a maximum of two terms.
<b>Commitment:</b>	Consumer reference group: at least 8 meetings per year Consumer representation: projects and other additional tasks to be negotiated
<b>Reports to:</b>	NEMICS Manager Management and coordination by the NEMICS Service Improvement and Consumer Manager
<b>Date:</b>	2023

## About NEMICS

### Victorian Integrated Cancer Services

The Victorian Integrated Cancer Services (VICCS) are Victoria's cancer services improvement network. They build relationships between healthcare providers and other cancer care stakeholders to develop, implement and evaluate initiatives that improve the way Victoria's health services provide care and support to people affected by cancer.

The VICCS activity supports the achievement of three of the five goals stated in the Victorian Cancer Plan 2020-2024, namely that:

- Victorians know their risk and have cancers detected earlier;
- Victorians with cancer have timely access to optimal treatment; and
- Victorians with cancer and their families live well.

There are eight geographical ICS (three metropolitan and five regional) and one state-wide paediatric ICS. Collectively, they are referred to as VICCS and are funded by the Victorian Department of Health, Cancer Unit.

The vision of the VICCS is to improve patient experiences and outcomes by connecting cancer care and driving best practice. For more information visit <https://www.vics.org.au/>.

### North Eastern Melbourne Integrated Cancer Service

The North Eastern Melbourne Integrated Cancer Service (NEMICS) was established in 2006. It will achieve the vision of the VICCS by:

- delivering innovative, effective, and sustainable programs of work informed by data and evidence to understand unmet needs, reduce variation against optimal care, and improve outcomes
- working in partnership with government, the cancer sector, member health services and people affected by cancer
- accelerating opportunities to embed policy, evidence, patient experience informed initiatives across cancer services to improve access, equity, and experience of care
- creating new and different ways to deliver cancer services and support change that benefits the entire cancer community.

NEMICS partners are Austin Health, Eastern Health, Mercy Health, and Northern Health. NEMICS is hosted by Austin Health and has staff offices at Austin Health, Eastern Health, and Northern Health. NEMICS staff may work at any of the member health service locations. See <https://www.vics.org.au/nemics>.

## Position purpose and functions

The role will provide cancer lived experience either from a patient or carer perspective. The NEMICS Consumer Representative (patient or carer) is responsible for promoting that the views and advice of consumers are central to the design and delivery of cancer service improvement.

Key functions of the role include:

- Cancer lived experience advice – inform the NEMICS Manager, NEMICS Service Improvement and Consumer Manager, NEMICS Program Office and Governance Committee regarding cancer service issues, priorities, and initiatives, including strategies to engage the consumer community to improve cancer services within NEMICS and across Victoria.
- Cancer lived experience representation – promotes community perspective regarding needs, issues, and prioritises, and advocates for the concerns of the those affected by cancer including patients, their families, carers and communities.
- Governance – provides cancer lived experience representation on governance committees such as the NEMICS Governance Committee, NEMICS Consumer Reference Group, project steering committees, as required.
- Coordination and support – provides advice on strategy, planning, reports, resources, research, evaluation, and/or improvement.
- Co-design – contributes to the planning, implementation, and evaluation of NEMICS and/or VICS cancer service improvement projects.

## Position accountabilities

- Collaborate effectively and positively under the direction of the NEMICS Manager and NEMICS Service Improvement and Consumer Manager, including with NEMICS staff and other cancer stakeholders.
- Effectively contribute the consumer and community perspective to the delivery of NEMICS responsibilities in relation to the Victorian Cancer Plan, VICS Implementation Plan, and local priorities.
- Represent and advocate on behalf of cancer consumers and communities on relevant governance committees such as the NEMICS Governance Committee, NEMICS Consumer Reference Group, project steering committees, as required.
- Bring a consumer and community perspective to the specific issues identified in cancer services.
- Be available to attend at least 75% of meetings per year.
- Contribute to a positive team culture, adopt an open and effective communication style, demonstrate reflective practice, receive feedback, and avoid conflict.
- Be familiar with relevant VICS protocols, procedures and plans including the *Victorian Cancer Plan*.
- Report to NEMICS Service Improvement and Consumer Manager any issues that could affect patient or organisational safety.
- Participate in Austin Health's mandatory training requirements on commencement of the role and annually.
- Do not make public statements relating to the affairs of Austin Health/ NEMICS without prior authority of the Chief Executive Officer and/or NEMICS Manager.
- Follow the instructions and reasonable directions of Austin Health, including those from the Area Fire Warden in the event of an emergency.
- Meet annually with the NEMICS Service Improvement and Consumer Manager to review your role and progress.
- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Pulse) <https://austinhealth.sharepoint.com/sites/OPPIC>
- Undertake not to reveal to any person or entity any confidential information relating to patients and employees, policies, processes and dealings and not to make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer.
- Comply with the Code of Conduct.

## Selection criteria

### Essential knowledge and skills

- Have an understanding of and interest in improving the Victorian public health care system for people with cancer and their families.
- Understand the cancer care experiences of people (or carers) from diverse backgrounds and communities.
- Work constructively with other committee members and key stakeholders including NEMICS staff, health care professionals and peak body organisations.
- Have access to technology and the ability to participate in virtual meetings.
- Have an ability to read/understand reports and interpret basic data.
- Be 18 years of age or over.

### Desirable

- Have cancer lived experience of using the cancer care system within the last three years to ensure a strong understanding of the current health system.
- Preferably have established links with health/ cancer consumer or community networks.
- Have an understanding of the experiences of people from culturally and linguistically diverse (CALD) backgrounds or people with disabilities or Aboriginal people in using cancer services.

## General information

### Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

### Equal Opportunity Employer

Applications from Aboriginal and Torres Strait Islanders are encouraged to apply. For more information about working at Austin Health, please follow this link to Austin Health's Aboriginal Employment website: <http://www.austin.org.au/careers/Aborigineemployment/>

### Successful candidates will be provided with:

Remuneration of all out of pocket expenses associated with attending the NEMICS Consumer Reference Group, Governance Committee or other relevant meetings.

Access to car parking.

Access to an Orientation Program.

### Pre-Existing Injury

Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by employment in this position.

## Document review and agreement

<b>Manager Signature</b>	
<b>Employee Signature</b>	
<b>Date</b>	