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| Title | *Coordinator, Community Engagement and Participation* | Position Reports to | *Director Partnerships, Clinical Education and Planning* |
| Classification | *HS3* | Employment Status | *Full time Fixed Term* |
| Enterprise Agreement | *Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement. 2016-2020* |

As Australia’s only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital’s (the Eye and Ear) has been providing care for the senses for 150 years. The Eye and Ear has over 50 different outpatient clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24 hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for around 250,000 patients, with over 200,000 outpatients, nearly 40,000 emergency patients and over 14,000 inpatients.

### Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. We aspire to be the world’s leading eye and ear health service through; outstanding patient experience; exemplary leadership; inspiring our people and building a platform for the future. Our values of **Integrity, Care, Excellence** and **Innovation** are at the core of everything we do.

* **INTEGRITY** We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect
* **CARE** We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity
* **TEAMWORK** We communicate openly, respect diversity of views and skills and work effectively with partners and in multi-disciplinary teams to deliver the best outcomes for patients
* **EXCELLENCE** We give our personal best at all times, deliver exemplary customer service, monitor performance and seek leading edge ways to improve it

Please read our full Strategic Plan here: <https://www.eyeandear.org.au/page/About_Us/Our_Publications_and_DVDs/>

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. The Eye and Ear is a smoke free environment.

### Position Summary:

The Coordinator, Community Engagement and Participation is responsible for supporting the implementation of the Partnering with Consumers Framework across the Eye and Ear. In particular the Coordinator is responsible for both the consumer representative and volunteer programs which entails recruitment, orientation and training, evaluation and support. The Coordinator also facilitates consumer participation, coordinates key committees related to consumer participation and the development and implementation of associated plans, working to meet the requirements of the Partnering with Consumers National Safety and Quality Health Service Standard.

### Key Responsibilities / Performance Outcomes:

1. Work within an Ethically and Legally Sound framework - Ensure responsibilities are undertaken in accordance with the Eye and Ear policies and procedures, Code of Conduct and applicable legislation
2. Demonstrate Information Technology (IT) skills that are commensurate with the requirements of the role
3. Support the implementation of the Partnering with Consumers Framework across the Eye and Ear
4. Support the implementation and sustainability of the Partnering with Consumers National Safety and Quality Health Service Standard, including active participation in the Partnering with Consumers and Patient Experience Committees and support to other National Standards committees regarding consumer participation
5. Ongoing maintenance of, and recruitment to, the Consumer Register including coordination of:
	1. consumer involvement in committees/working groups/focus groups/surveys
	2. consumer input into patient information brochures
	3. training of consumers, with training requirements specified for the range of roles to be undertaken by consumers
6. Provision of orientation and ongoing training programs for consumers participating in organisation activities and evaluation of training program
7. Provision of staff training in consumer participation to facilitate effective partnerships including support for staff to work effectively with consumers on committees
8. Coordination of processes to support evaluation of consumer participation including but not limited to:
	1. impact on committee decision making
	2. impact on patient information handouts
9. Promotion of health literacy concepts across the Eye and Ear to assist in building capacity for consumers in decision making at individual care and systems levels
10. Provision of, and contribution to, reports and information as required on community participation, Consumer Register and volunteer services, including Executive and Board reports.
11. Support the development, implementation and monitoring of progress against actions of organisational plans related to consumer involvement including the Disability Action Plan and the Diversity Equity and Inclusion Plan and other plans as required
12. Provision of support for Partnering with Consumers related committees including:
	1. Community Advisory Committee
	2. Partnering with Consumers Commitee
	3. Patient Experience Committee
	4. Others as required
13. Identification of new opportunities for volunteer and consumer advisor engagement, including working with staff and volunteers / consumers to implement these roles
14. Identification and promotion of opportunities for consumers to participate in organisational quality and safety activities, including sharing of data with consumers
15. Identification and promotion of opportunities for consumers to participate in training of clinicians
16. Ensure diversity of consumer backgrounds is reflected in consumer participation
17. Ensure consumer engagement and participation policies and procedures are current
18. Support ongoing development of strategies to increase consumer participation across the Eye and Ear
19. Support accreditation preparation and processes
20. Other duties as required

### Quality, Patient Safety And Risk Management

Ensure utilisation of systems designed to support quality, safety & risk management. This involves:

* Having an understanding of working within your role and responsibilities outlined in the Eye and Ear Quality Clinical Governance Framework ([link](http://home.rveeh.local/InfoHub/Policy/Procedures/Quality%20and%20Clinical%20Governance%20Framework.docx)) to deliver safe high quality and person-centred experience and care.
* Participating in reporting and analysis of safety and quality data including risks or hazards.
* Participating in improvement activities.
* Participating in the reporting and analysis of quality initiatives, adverse events and risk identification.
* Participating in appropriate professional development activities and other quality and safety training.
* Participating in health service activities required for accreditation.
* Ensuring appropriate use of hospital resources.
* Demonstrate awareness of the financial requirements of the department and demonstrate an awareness of cost effective practice.
* Actively participate in the annual performance development cycle.
* Is compliant with the Eye and Ear Data Accountability Framework ([link](http://home.rveeh.local/InfoHub/Policy/Procedures/Data%20Accountability%20Framework.docx)).

### Occupational Health And Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

* Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
* Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
* Participate in wellness@work initiatives.
* Report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.
* Understand and adhere to emergency procedures.
* Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others.
* Participate actively in return to work programs if injured, and supporting injured colleagues in their return to work.

### Selection Criteria: Qualifications, Experience And Competencies

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|  | **Essential** | **Desirable** |
| **Qualifications** | All staff are required to have asatisfactory National Criminal Record Check  | Tertiary qualification in a relevant health or community services discipline, or equivalent experience |
| **Experience** | Demonstrated experience of working in consumer / community engagement |  |
|  | Experience in working with a variety of staff and consumers across an organisation |  |
| **Competencies** | Demonstrated capacity to initiate, review, evaluate, implement, complete and report on projects |  |
|  | Excellent written and oral communication skills including preparation of reports |  |
|  | Excellent time management skills |  |
|  | Ability to work independently and as part of a team, and to meet deadlines |  |

### Reporting Lines

**Position Reports to –** Director Partnerships, Clinical Education and Planning

**Number of Direct reports -** NIL

### Key Working Relationships

**Internal**

* Executive
* Senior leaders
* Managers
* Key operational staff
* Quality & Safety team members
* Clinical Operations team members

**External**

* Health Issues Centre
* Centre for Eye Research Australia
* Aboriginal and Torres Strait Islander organisations
* Other relevant stakeholder groups

All staff are required to have a satisfactory National Criminal Record Check. Direct patient care/clinical employees are required to have a valid Working With Children Check.

### Author of Position Description or Manager of Position:

Name: Renee Chmielewski, Director Partnerships, Clinical Education and Planning

Date: September 2025

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

**Agreement**

I have read, understood and agree to comply with the position description.

Name:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_