

# Position Description

## Senior Advisor Consumer Voice

### November 2024



Baptcare is a purpose driven and faith-based organisation working across Victoria, Tasmania, and South Australia, providing residential and community care for older people and support to children, families, and people with disability, financially disadvantaged people and people seeking asylum.

#### ROLE PURPOSE – Senior Advisor Consumer Voice

The Senior Advisor Consumer Voice is responsible for enhancing the ‘Voice of the Consumer’ across all service streams, with an organisation wide approach. The Senior Advisor will develop and implement comprehensive policies and procedures for effective, proactive complaints management, promoting a culture of continuous improvement, and ensure compliance with regulatory requirements. Leading Baptcare’s complaint resolution management, you will collaborate and support teams to gather, analyse and act on consumer feedback with actionable insights to enhance the overall consumer experience. Maturing consumer advisory bodies and the consumer engagement framework across the organisation will support our drive toward consumer experience excellence.

This role ensures that the voices of consumers, their families, and other stakeholders are heard and integrated into Baptcare’s strategic planning and service delivery.

#### Position Specifications

| Dimensions                          |                                                                                                                                                                                                           |                        |                                                                                                                                                                              |
|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Division:                           | Service & Operations                                                                                                                                                                                      | Reports to (title):    | Manager of Service Development and Co-ordination                                                                                                                             |
| Industrial Instrument               | Common Law                                                                                                                                                                                                | Classification/Grade:  | Level 3                                                                                                                                                                      |
| Primary Location/Region (optional): | Camberwell                                                                                                                                                                                                | Status:                | Part Time, Ongoing                                                                                                                                                           |
| Internal Stakeholders:              | Quality, Practice and Performance Team, Executive Leadership Team, Divisional and Operations Managers, Quality and Practice Governance Committee, Learning and Development, Other departments as required | External Stakeholders: | Regulator and Commission, Health Professionals, Universities, government bodies and public authorities for best practice partnerships, Industry peak bodies, sector partners |
| Managers/Supervisors Only           |                                                                                                                                                                                                           |                        |                                                                                                                                                                              |
| Direct Reports:                     | N/A                                                                                                                                                                                                       | Team Salary Budget:    | N/A                                                                                                                                                                          |

#### Position Outline

| Key Responsibility Areas                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Leadership and Strategy</b></p> <ul style="list-style-type: none"> <li>Develop and execute the strategic vision for consumer advisory and complaints management in alignment with the organisation’s mission and goals</li> <li>Lead, mentor, and support teams to make informed decisions, manage conflict resolution to drive improved consumer outcomes</li> <li>Foster a culture of transparency, accountability, and continuous improvement throughout the organisation</li> </ul> |

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#### Complaints Management

- Design and implement robust complaints management policies and procedures across the organisation
- Ensure timely, empathetic, and consistent handling of complaints, with a focus on resolution and learning
- Maintain comprehensive records of complaints and actions taken, ensuring compliance with regulatory requirements
- Analyse feedback to drive continuous improvement across the organisation to enhance quality or care and service excellence

#### Regulatory Compliance and Risk Management

- Ensure all complaints management practices comply with relevant laws, regulations, and accreditation standards
- Identify potential or emerging risks associated with consumer complaints and develop strategies to mitigate them
- Prepare and present regular reports to senior leadership and the board on complaint trends, resolutions, and organisational improvements

#### Stakeholder Engagement

- Build and maintain effective working relationships with consumers, families, regulatory bodies, and other stakeholders to support the management of complaints and feedback, working collaboratively with colleagues as necessary to resolve problems or concerns
- Act as the primary point of contact for escalated complaints and complex cases, providing expert advice and resolution strategies
- Strengthen and embed processes to develop the maturity of consumer advisory groups across the organisation
- Represent the organisation at external meetings, forums, and conferences related to consumer advisory and complaints management

#### Training and Development

- Develop and deliver training programs for staff on effective complaints handling and consumer engagement
- Mentor staff in complaint resolution processes, open disclosure, and effective case management of complex cases
- Ensure all staff are aware of and adhere to the organisation's complaints management policies and procedures
- Promote best practices and continuous learning in complaints management across the organisation

#### Workplace Health & Safety

- Report WHS hazards, injuries, and incidents (including near misses)
- Act responsibly to protect your safety and the safety of others
- Participate in and contribute to WHS improvement activities including inspections, audits, and other view activities
- Ensure tools, equipment, PPE, and clothing are in a safe condition before use and report/fix any defects as appropriate
- Actively participate in rehabilitation and return to work activities following any work-related injury
- Comply with responsibilities under the WHS Management System and any reasonable instructions, including during emergency situations
- Ensure any incidents you encounter are reported, supporting any investigations, and supporting the implementation of preventative measures

#### Key Performance Indicators

- Act as the primary point of contact for escalated complaints and complex cases, providing expert advice and resolution strategies
- Drive improvement in practice that supports improved consumer outcomes and effective resolution of complaints across all Baptcare service streams with a focus on resolution and learning
- Prepare comprehensive briefings and reports and high-level advice across the organisation and Executive Leadership Team
- Develop, deliver, and support the maturity of consumer advisory groups with an organisation wide approach
- Develop and implement organisational policies and procedures related to complaints management in line with legislative requirements and organisational governance frameworks
- Support the collection, collation and analysis of feedback related to complaints and feedback trends across all services, including adherence to regulatory requirements, meeting and/or exceeding standards and compliance
- Develop and deliver training programs for staff on effective complaints handling and consumer engagement

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#### Key Selection Criteria

- Demonstrated ability to communicate effectively with stakeholders, managing mediation and complex complaint resolution
- Proven track record of delivering innovative ways that support development of a consumer centric organisation
- Demonstrated leadership with a consumer focus delivering service and practice excellence
- Demonstrated ability to handle sensitive and complex issues with empathy and professionalism
- Demonstrated experience in leading committees, ensuring the voice of consumer is heard
- Proven ability to develop and deliver training programs for staff on effective complaints handling
- In-depth knowledge of regulatory requirements and best practice in complaints management and consumer advisory
- Proficient at creatively solving challenges to improve care quality, operational efficiency, and consumer outcomes
- Alignment and commitment to Baptcare’s Mission, Vision, and Values

#### Employee Profile

##### Qualifications & Experience

|            |                                                                                                                                                                                                                                                                                        |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Essential: | <ul style="list-style-type: none"> <li>• Bachelor’s degree in health care administration, Social Work, Psychology, Business Administration, or a related field</li> <li>• Demonstrated experience in a senior leadership role within complaints management or related field</li> </ul> |
| Desirable: | <ul style="list-style-type: none"> <li>• Post graduate qualifications in Quality, Health Services Management or Complaints Management</li> <li>• Extensive experience in health care related environment</li> </ul>                                                                    |

##### Background Checks, Licences and Accreditations

|           |                                                                                                                                                                                                                                  |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Essential | <ul style="list-style-type: none"> <li>• Satisfactory National Crime Check, renewed every three (3) years</li> <li>• Driver’s licence and own reliable vehicle</li> <li>• Full and ongoing Right to Work in Australia</li> </ul> |
| Desirable | <ul style="list-style-type: none"> <li>• COVID-19 Vaccination</li> <li>• Influenza Vaccinations</li> </ul>                                                                                                                       |

#### DECLARATION

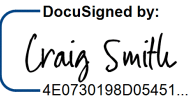

|                              |                                                                                                                        |             |       |
|------------------------------|------------------------------------------------------------------------------------------------------------------------|-------------|-------|
| Understanding and Acceptance | I have read and understand the Position Description and I understand and accept the accountabilities and requirements. |             |       |
| Employee                     | Name:                                                                                                                  | eSignature: | Date: |
| Baptcare Representative      | Name:                                                                                                                  | eSignature: | Date: |

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| PEOPLE, CULTURE AND SAFETY USE ONLY                                                                                      |                                                                                                                    |                                       |
|--------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| For Common Law, this role has been assessed by Compensation, People Systems                                              | eSignature: <br>Name: Craig Smith | Date: 07 November 2024   9:05 AM AEDT |
| For roles covered by an industrial instrument (eg Vic EBA, SCHADS etc) this role has been assessed by People and Culture | eSignature:<br>Name:                                                                                               | Date:                                 |
| This Position Description has been signed and approved by the Head of People and Culture                                 | eSignature: <br>Name: Kate Harrap | Date: 07 November 2024   9:07 AM AEDT |

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**Mission Vision**

Partnering for fullness of life with people of all ages, cultures, beliefs and circumstances.

Communities where every person is cherished.



**Values**

Our Mission & Vision are lived through our WE CARE Values.

*We care about...*

*Our Customers*

*Our Team*



**Wellbeing**

... you living your life with meaning, we partner with you to enhance your health, safety, comfort and spirituality.

... strengthening our teams by cultivating a safe and encouraging work environment that enables personal growth.



**Ethics**

... being genuine with you, leading with integrity and fulfilling Baptcare's purpose in harmony with community expectations.

... being inspired by justice. We act with integrity and do the right thing by our customers and each other in light of current and future needs.



**Co-creating**

... building personalised and innovative solutions with you and our allied partners, with your goals as our shared focus.

... building an exciting future together with our customers in focus, by empowering everyone to contribute and encouraging adaptability, creativity and collaboration.



**Accountability**

... fulfilling our commitments to you and accepting our responsibilities to continually improve.

... fulfilling our commitments and responsibilities, using our resources wisely and being able to reflect, speak up and adapt when needed.



**Respect**

... understanding and embracing your individuality, standing up for your equality and protecting your dignity.

... treating one another as we like to be treated ourselves, by welcoming differences with an open mind and promoting equality and dignity.



**Effectiveness**

... being focused on achieving the best outcomes for you, with you.

... ongoing improvement in the focus of our people and resources to achieve positive outcomes for our customers.



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