

Eastern Health

POSITION DESCRIPTION

Position Title:	Patient Relations Advisor
Award Classification:	ADMINISTRATIVE OFFICER - GRADE 1 (HS3)
Award / Agreement Name:	Victorian Public Health Sector (Health Professionals, Health and Allied Services, Manager & Administrative Officers)
Position Reports to:	Manager Patient Feedback

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



1. POSITION PURPOSE

The Patient Relations Advisor supports patients, families, carers and staff to improve a patient's experience of their care by providing and facilitating timely responses to consumer feedback. The Patient Relations Advisor works as part of the Eastern Health Allied Health, Strategy, Improvement and Experience Directorate, in the Centre for Patient Experience, to support the complaints handling process and facilitate organisational change in response to consumer feedback.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

The Patient Relations Advisor's responsibilities include:

- Ensuring effective systems and processes for the handling and management of complaints.
- Ensuring all complaints are received, recorded, reviewed and responded to in accordance with Eastern Health policies, the Health Complaints Commissioner Complaint Handling Standard and relevant legislation.
- Communicating with empathy and understanding to consumers over the phone and through email.
- Managing and de-escalating situations of potential conflict related to complaint handling.
- Reviewing written responses from senior hospital managers before they are communicated, with overall consideration to the perspective of our consumers.
- Demonstration and promotion of a customer service focus in all dealings with internal and external customers and commitment to meeting consumer, staff and stakeholder needs in a helpful and professional manner.
- Analysis of complaint and compliment data to help identify local and system issues and opportunity for improvement.
- Assisting the organisation to meet Key Performance Indicators for complaints handling.
- Supporting senior leaders with complaint handling through regular meeting and provision of complaints reports.
- Participating in meetings and committees for the purposes of problem solving, quality information dissemination and contribution to continuous improvement.
- Attend and participate in relevant Directorate meetings.

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always

- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

- Highly developed interpersonal skills including the capacity for effective communication, negotiation and conflict resolution and the ability to deal sensitively and compassionately with people faced with difficult circumstances
- Advanced problem solving skills
- Ability to remain impartial
- Excellent written skills
- Strong consumer focus
- Demonstrated ability to work independently within the context of a large and complex health service
- Experience in health and human service
- Computer literacy – intermediate Microsoft Office skills
- Ability to facilitate staff training regarding complaints management
- Ability to manage competing priorities and assist the organisation to meet Key Performance Indicators
- Excellent time management skills and high levels of efficiency

Desirable

- An appropriate tertiary qualification in a health (such as social work, nursing, psychology, occupational therapy) or other people related discipline
- Knowledge of relevant legislation pertaining to health care delivery including privacy, Freedom of Information and medico-legal issues

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au