

## Position Description

Position Title	Consumer Experience Liaison
Position Number	30025980
Division	Quality and Risk
Department	Quality and Compliance
Enterprise Agreement	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	Dependant on qualification
Classification Code	Dependant on qualification
Reports to	Director – Quality and Compliance
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>
Mandatory Requirements	<ul style="list-style-type: none"> <li>National Police Record Check</li> <li>Immunisation Requirements</li> </ul>

## Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

## Our Vision

Excellent Care. Every Person. Every Time.

## Our Values

CARING – We care for our community,

PASSIONATE – We are passionate about doing our best,

TRUSTWORTHY - We are open, honest and respectful

## The Position

The Consumer Experience Liaison coordinates and facilitates timely responses to consumer feedback, serves as the key link between consumers and staff for managing serious complaints, ensures best-practice complaint management, acts as the primary contact for consumers during serious patient-safety events under the Duty of Candour process, and supports broader consumer engagement activities.

# Responsibilities and Accountabilities

## Key Responsibilities

- Act as a central point of contact for managing consumer feedback, compliments and complaints
- Assist with investigation of complex complaints through activities such as reviewing patient records and discussion with staff to address concerns raised by consumers
- Facilitate the Duty of Candour process alongside key stakeholders and serve as the primary contact for affected parties
- Act as a liaison between consumers and Bendigo Health staff during complex complaint resolution or incident investigations
- Organise and facilitate family meetings
- Address and respond to complaints from external agencies, including, but not limited to, the Mental Health and Wellbeing Commission, local Members of Parliament, the Health Complaints Commissioner, and Safer Care Victoria.
- Provide support to managers and staff to act on consumer experience feedback
- Maintain accurate records, statistics and produce high quality reports and letters.
- Coordinate the collection of BH complaint data, including analysis, reporting and KPI's of complaint management process and outcomes.
- Contribute to activities that build capability in consumer engagement and experience
- Contribute to consumer engagement and experience activities
- Assist with the design, development, implementation, evaluation and improvement of staff education related to patient-consumer experiences
- Assist in the review of controlled documents that relate to consumer experience and engagement

## Key Selection Criteria

### Essential

1. Receive, assess, and coordinate the investigation of feedback, ensuring timely resolution
2. Knowledge of the Statutory Duty of Candour
3. Able to sensitively communicate with and support consumers in potentially distressing circumstances
4. Sensitivity to the needs of culturally, linguistically and economically diverse communities, people with disabilities and people and communities with differing points of view
5. Able to manage competing priorities and deliver required output on time
6. Proficient in data management and reporting
7. Ability to build rapport and communicate effectively with diverse stakeholders
8. Demonstrated high-level complaint resolution and negotiation skills
9. Keep accurate and complete records in accordance with legislative requirements, information security and privacy policies and requirements

### Desirable

10. Tertiary qualification in a health, social sciences or related field
11. Ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills
12. Flexibility to operate in an environment of change and continuous improvement

## Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

*All Bendigo Health sites, workplaces and vehicles are smoke free.*

*This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.*