

**Position Description
Midland Cancer Network Work Group
Consumer and/or Carer Representative
December 2008**

Purpose of the position

To advocate for services that better meet the needs of people with (.....) cancer and their family/whanau including using personal experiences, or those of others to illustrate service gaps or opportunities for improvement across the (.....) cancer continuum. The focus is on service improvement. The work group is not a forum for political lobbying or where individual complaints are discussed and resolved.

The Consumer/Carer Representative will:

- Contribute in the same manner as any other committee member, preparing for meetings and participating in all deliberations.
- Represent the interests of (.....) cancer consumers across the cancer continuum.
- Respect negotiated confidentiality of matters discussed in meetings. Subject to this, report all significant committee advice and/or recommendations affecting consumers for dissemination to the Midland (.....) cancer consumer community.
- Understand the context for the committee including the relevant national and regional policy frameworks.
- Work within the Terms of Reference for the Midland Cancer Network (.....) Cancer Work Group.
- Network, as required, with individuals who are experiencing or who have experienced (.....) cancer and consumer groups to ensure they are able to represent a range of consumer experiences within services across the region.
- Publicly support the decisions of the committee even where a decision may not have been supported personally.
- Declare any conflicts of interest.
- Not approach media with any concerns about service provision and/or organisations across the Midland cancer continuum unless those concerns have been previously discussed with the Committee Chair and the Network Manager.
- Advise people who have complaints or concerns about services to address these with the relevant provider using their complaints policy or to contact the Health and Disability Commissioner's office.

Person Specification

Essential

- Has had experience of (.....) cancer; or is a family/whanau member or close support person who has provided support and/or unpaid care to a person experiencing (.....) cancer.

Has the ability to

- Think creatively and turn personal experience into positive advice to influence service and process improvement in order to benefit other people using Midland cancer services.
- See the “bigger” picture in terms of health care service delivery.
- Understand the role of both clinical evidence and consumer experience in the design of health care.
- Understand group processes and can work constructively within them.
- Work well with a diverse range of individuals and groups.
- Express the consumer perspective cogently and constructively.
- Exercise good judgement.
- Strategise effectively from a minority stance to find solutions and common ground with others.

Skills and attributes

- Is ethical
- Is respected for her/his integrity in the community s/he has worked in and will represent.
- Has strong communication skills and will be assertive and persistent if necessary.
- Excellent at developing and maintaining appropriate relationships
- Respects cultural differences
- Respects others point of view
- Demonstrates a comprehensive understanding of confidentiality and conflicts of interest.
- Is enthusiastic and motivated
- Has good listening skills

Training and Support

The Consumer/Carer Representative has the right to:

- A clear explanation of the role, the work involved and the role of the members.
- An indication of the time commitment required.
- An identified point of contact within the Midland Cancer Network to provide support, answer questions, and clarify expectations.
- Receive adequate support, training and induction to the Midland Cancer Network to ensure they can become an effective and valued member of the Group.
- Be given reimbursement for out of pocket expenses as per the Midland Cancer Network Payment Policy.
- Receive adequate and timely communication.