

# Position Description



<b>Title</b>	Consumer Consultant / Consumer Partner
<b>Business Unit</b>	All programs
<b>Location</b>	Many locations available across Victoria and Tasmania
<b>Position type</b>	Minimum commitment – around 1 activity a month for 1 year
<b>Reports to</b>	Varies, but point of contact for support and coordination is Consumer Partnership Lead

## 1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, bisexual, trans, gender diverse, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## 2. Position purpose

The Consumer Consultant provides a consumer perspective for service improvement and development informed by lived experience. The key purpose of the position is to ensure that a Consumer Partnerships focus is incorporated into service planning, design, delivery, monitoring and evaluation. Consumer Consultants advocate for consumer interests and share in organisational decision making.

A Consumer Partner is an experienced Consumer Consultant who has been in partnership with Uniting for at least 2 years, and can partner in some more specialist activities.

## 3. Relationships

Approved by: (position [see delegations of authority policy])	Page 1 of 3	Division: People and Culture
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

# Position description

## Consumer Consultant



### Internal:

- Other Consumer Consultants, Consumer Partnerships Lead, Operational Leaders and staff

### External

- Other Social Services with Consumer Partnership expertise / support needs, community members
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## 4. Key responsibility areas

### Consumer Consultant

- Provide a voice for Consumers and enable a Consumer perspective in Uniting service planning, design, delivery, monitoring and evaluation
- Build effective relationships and work collaboratively with other Consumer Consultants and Uniting staff across the organisation
- Participate in training and supervision, as required
- Contribute to and lead in internal and external working groups, focus groups and committees, as required
- Contribute to the design of substantial policy, advocacy and marketing documents and provide timely feedback
- Support the development of mechanisms to obtain feedback from consumers accessing Uniting services and programs
- Contribute to and lead parts of research programs including conducting Consumer Surveys
- Be involved in recruitment and orientation of new staff, Consumer Consultants, students, and volunteers

### Consumer Partner

- Provide mentoring and support to Consultants
- Deliver presentations, training or share experiences in media

### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant
  - Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us
  - Ensure appropriate use of resources
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## 5. Person specification

### Requirements

- Understanding of Cultural Safety and empathy for people with a diverse range of backgrounds and needs - commitment to improving services for Consumers and Consumer rights
- Ability to provide feedback without bias or judgement
- Current or previous lived experience as a Consumer of Uniting's services (or a Carer for a Consumer)
- Willingness to undertake and discuss the results of a confidential Police Check and Working With Childrens Check (Victoria) or Registration to Work with Vulnerable People (Tasmania). Outcomes of the Police Check will be considered fairly in discussion between the Consumer and the Program Manager
- Basic use of Microsoft Word and email, or willingness to learn. Some reading is required so a good level of literacy is helpful
- Ability to commit to a Partnership of at least a monthly activity for a year.

Approved by: Consumer Partnership Steering Group	Page 2 of 3	Division: People and Culture
Date Approved: 27/07/20	Printed copies of this document are not controlled.	Next Review Date: <Date>

# Position description

## Consumer Consultant



### Core selection criteria

- Values alignment: ability to demonstrate and authentically promote Uniting’s values
- Verbal Communication: ability to comment with clarity and confidence on behalf of Consumers and the community
- Experience in working groups or committees: including reading papers and contributing feedback on documents and ideas
- Ability to work respectfully and constructively with people from a range of backgrounds as part of a team
- Good organisational skills
- An understanding of community services and how they work

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### 6. We are a child safe organisation

As a child safe organisation we are committed in everyday practice to ensure the safety and wellbeing of all children, at all times. Partnership with Uniting is subject to a confidential national (and international where relevant) Police Check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) prior to commencement of any activity. Outcomes of the Police Check will be considered fairly in discussion between the Consumer and the Program Manager. Police Checks are required to be renewed every 3 years, and Working with Children Checks or Working with Vulnerable People Checks every 5 years.

**This position description is subject to review and may change in accordance with Uniting’s operational, service and Consumer requirements.**

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### 7. Acknowledgement

**I have read, understood and accepted the above Position Description**

	Consumer	Manager
Name:	<input type="text"/>	<input type="text"/>
Signature:	<input type="text"/>	<input type="text"/>
Date:	<input type="text"/>	<input type="text"/>