

Rainbow Tick Consumer Position Description



Community Participation Position Title	Rainbow Tick Committee Consumer
Duration	Mar 2021 for 1 year, with the opportunity to re-apply
Position reports to	Chair of group; General Manager Clinical Care
Ordinary location(s)	Meetings usually held via Teams or onsite at Star Health South Melbourne
Contact	Email: fnoble@starhealth.org.au

Purpose of Position

The Star Health Rainbow Tick Committee is responsible for the coordination, monitoring and review activities in accordance with the Rainbow Tick Standards and organisational policy and procedures, including:

- Cultural safety audits;
- LGBTI+ Forums;
- Staff and client surveys;
- Monitor and support ongoing Quality Improvement;
- Review of relevant Policies;
- Assistance with accreditation process under relevant Standards.

The role of the consumers on this committee is to provide insight and guidance to ensure that Star Health is a safe and inclusive organization for everyone.

Key Responsibilities

- Attend and contribute to the committee or project working group meetings.
- Be familiar with, by reading and thinking about, the agenda and any meeting papers sent out prior to meeting.
- Work in partnership with staff and other community members.
- Follow Star Health's Code of Conduct/Confidentiality agreement which talks about mutual respect and declaring any conflicts of interest.

Experience

- Knowledge and understanding of Star Health services.
- An understanding of the LGBTI+ community and the benefits of being an inclusive organisation.
- Experience on committees or with community groups.
- Strong community links and networks.

Key selection criteria – Essential

- Have accessed Star Health's services in the past or currently, or have an understanding of the work of the organisation.
- An interest in health and wellbeing issues from a client perspective.
- Lived experience as either a client who is part of the LGBTI+ community or a carer of such a client (Preferable not essential).
- Ability to identify and address issues relating to systems and processes around the safety and inclusiveness of Star Health.
- Able to work constructively with fellow committee members.
- Well-developed interpersonal and communication skill.
- Availability to commit sufficient time to the committee (approximately 1 hour every month and additional preparation/reading time).
- Ability to use computer email programs to receive agenda, minutes, other related information and participate in online meetings using Microsoft Teams.

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About Star Health

Star Health

Star Health provides a wide range of healthcare and welfare services in Victoria. We have six main and five smaller locations. We employ over 300 staff who work in multi-disciplinary teams to deliver services.

Our services cater for all ages and include specialist childhood, youth and aged care services. Our guiding vision is **health and wellbeing for all**. We aim to achieve this by:

- working with people and communities to achieve their health goals,
- understanding the context in which people live their lives,
- providing friendly, affordable, and accessible services.

Protecting babies, children and young people from child abuse and neglect is integral to the work at STAR

Protecting Children Policy Information

- Star Health has zero tolerance of child abuse. Protecting babies, children and young people from child abuse and neglect is integral to the provision of health services to this group and their families and is a core responsibility for all Star Health staff.

Organisational Responsibilities

Personal qualities

- **Resilience** – Can persist when doing any task and can cope with setbacks and problems.
- **Initiative & Accountability** – Understands the requirements of the committee process but can also make decisions and do things without being told
- **Empathy and Cultural Awareness** – Can appreciate different values, cultures and lifestyles and seeks to understand, respect and consider different view points in decision making
- **Continuous Quality Improvement** – Always try to identify ways Star Health can be better at everything it does.

Important information

- Star Health's Community Participation Reimbursement Procedure aims to support and recognize the specialized and expert contributions that clients, carers and the wider community make to Star Health. It ensures that participation is reimbursed in a fair and consistent manner and that we value participants' knowledge, input and experience. In line with this policy committee members are provided with an honorarium, a monetary reimbursement for meetings attended. Under the current policy this honorarium is \$25 hour.
- Star Health is committed to providing and maintaining a working environment which is safe and without risk to the health of its workforce. The organisation is a smoke-free workplace.
- Successful applicants are contingent upon:
 - A successful reference check;
 - Criminal Record check; (People with a criminal record will not be excluded from this role and will be considered on a case by case basis)
 - Willing to work under the Star Health Code of Conduct and confidentiality
- Star Health is an equal opportunity employer and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and LGBTI+ community to apply.

AUTHORISATION

Person who completed and authorises this Position Description	Position Title:	General Manager, Clinic Care
	Program / Division:	Clinical Care