

Position Description

Position title:	Consumer Health Information Consultant
Department:	People and Patient Experience Team
Classification:	Admin Officer Grade 5 Level 1 – 5 (AO51 – AO55)
Agreement:	Health and Allied Services, Managers and Administration Workers Single Enterprise Agreement 2021-2025
Reporting to:	Community Engagement and Consumer Health Information Manager

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is **'Creating healthier futures for women and babies'**. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

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About the department/unit

The People and Patient Experience Team is responsible for providing strategic and operational services to support the experience of patients and consumers, and our employees at the Women's. The Team is committed to forming strong internal and external partnerships through the implementation and integration of contemporary patient experience and human resource practices. We listen to and partner with our people, patients, their families, carers and consumers to gain insights and improve our services. We support the organisation to achieve the people and patient experience objectives of the Women's Strategic Plan. Consumer Health Information values evidence-based, current information being delivered to the community in a factual manner, with a focus on health literacy.

Position purpose

The Consumer Health Information Consultant is a subject matter expert who supports staff to create accurate, inclusive, and accessible health information. The role builds capability across the organisation through education, templates, and practical tools, promoting a shared and collaborative approach. They oversee quality assurance and governance to ensure health information is clear, consistent, and aligned with best practice. By partnering with consumers and supporting staff, the role strengthens health literacy, cultural safety, and informed decision-making. This work directly supports the Women's strategic and funding priorities by improving communication, equity, care experiences, and outcomes.

Key responsibilities

Professional practice

- Champion health literacy principles and patient-centred customer service excellence
- Work with subject matter experts and apply health literacy principles to the development of patient and consumer health information. Including patient education materials for virtual care, telehealth, and other initiatives that support shared decision-making
- Facilitate the development, quality assurance, governance and publishing of consumer health information to agreed distribution channels
- Provide timely and evidence-based advice regarding the development and dissemination of consumer health information
- Contribute to internal and external governance by reporting on the development, review, translation, and dissemination of consumer health information.
- Develop, implement and refine guidelines, workflows, and practical tools to support staff in the creation, review, and distribution of high-quality, inclusive consumer health information across the organisation.
- Build and maintain relationships with key external stakeholders to support the timely, culturally appropriate translation of priority health information resources.
- Partner with patients and consumers to leverage co-design, inform improvement initiatives, develop and review patient and health information
- Coordinate internal and external resources, including editors, designers, photographers, language translation agencies and printing companies to ensure that projects are delivered within scope, on budget, on time and aligned with the Women's branding guidelines

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- Manage CHI projects, monitoring and tracking projects, providing a central point of contact for program participants and resolving issues as required
- Develop and maintain health information content on the Women's website
- Collaborate with the Communications team to ensure effective and appropriate delivery and access to patient and consumer health information through the Women's website.
- Support the development of consumer health information quality assurance processes and a supporting governance framework
- Provide expertise, training and support to the Welcome Centre team, who assist patients, families and consumers to enrol in and access the health library program
- Research and analyse current health information that could be utilised in the women's suite of consumer health information
- Provide guidance and expertise to the Women's clinical and non-clinical areas, including wards, clinics and support services regarding their consumer health information needs
- Identify opportunities for ongoing improvement in our provision of information to patients and consumers
- Support audits and evaluations of patient and consumer journeys and the effectiveness of information provided at different stages
- Maintain and manage both physical and digital health information library resources to ensure they are current, accessible, and support patients, consumers, and staff in finding trusted health information.

Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

Key selection criteria

Experience/qualifications/attributes

- Relevant tertiary qualification in writing, editing and/or information management or related discipline
- High level of computer literacy with a range of applications, including MS Office suite

Essential:

- Experience in information coordination, design and development, ideally in a health setting
- Sound understanding of health literacy principles demonstrated understanding and application of best practice in the design and delivery of health information for the general public.
- Demonstrated success in leading collaborative projects and initiatives
- Outstanding stakeholder engagement skills

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- Strong technical competency in design and layout within the office work template constructs
- Expertise in identifying and utilising a range of information dissemination platforms.
- Demonstrated success in library and information system management
- Excellent written communication skills, ideally in the health care sector
- Ability to remain calm under pressure, putting the patient and consumer at the heart of all activities.
- Demonstrated ability to work well both autonomously and in a small team
- Expertise and a proven track record for developing and delivering successful patient and consumer health information and communications, with experience leveraging a range of platforms and channels
- Outstanding written and verbal communications skills and experience producing informative content in a range of engaging styles and formats, including letters, brochures, pamphlets, emails and sms
- Solid time management skills and experience successfully delivering to tight timelines while managing multiple priorities
- Outstanding interpersonal skills and ability to build collaborative relationships with stakeholders and colleagues from a range of backgrounds and disciplines
- Report and escalate issues to management as required

Desirable:

- Previous experience in developing digital content, including updating website content
- Previous experience working in a library or as a librarian
- Sound understanding of health services and information landscape, ideally in Women's health
- Knowledge of the Women's Hospital services
- Knowledge of / experience using E-resources
- Knowledge of person/patient centred care principles

Organisational relationships

Internal relationships

- Women's Welcome Centre (WWC) team
- CHI Colleague
- Clinical and content experts from all staff at the Women's
- Communications team
- Consumer Engagement Coordinator
- Management Team from hospital departments/clinical areas
- EMR team (i.e. virtual care)
- Culturally specific and health-specific Women's programs, translation services and social work department.

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External relationships

- Patients and consumers
- Members and groups, including consumer representative groups
- Professional networks and peak bodies
- E-resource platforms
- Department of Health

Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	NA
Sitting – remaining in a seated position to complete tasks	Prolonged
Standing - remaining standing without moving about to perform tasks	Rare
Walking – floor type even, vinyl, carpet,	Occasional
Lean forward/forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Rare
Kneeling – remaining in a kneeling position to complete tasks	NA
Squatting/crouching – adopting these postures to complete tasks	NA
Leg/foot movement to operate equipment	NA
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Rare
Lifting/carrying – light lifting and carrying less than 5 kilos	NA
– Moderate lifting and carrying 5 – 10 kilos	NA
– Heavy lifting and carrying – 10 – 20 kilos.	NA
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	NA
– moderate push / pull forces	Rare
10 – 20 kg	
– heavy push / pull forces over	NA
20 kg	
Reaching – arm fully extended forward or raised above shoulder	NA
Head/neck postures – holding head in a position other than neutral (facing forward)	NA
Sequential repetitive actions in short period of time	Rare
– Repetitive flexion and extension of hands	Prolonges
wrists and arms	
– Gripping, holding, twisting, clasping with	Rare
fingers/hands	

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Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	NA
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged
Hearing – use of hearing is an integral part of work performance	Prolonged
Touch – use of touch is integral to most tasks completed each shift	Prolonged
Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	NA
Problem solving issues associated with clinical and non-clinical care	Prolonged
Working with distressed people and families	Rare
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Rare
Exposure to distressing situations	Rare

Definitions used to quantify frequency of tasks/demands as above

Prolonged/constant	70 – 100 % of time in the position
Frequent	31 – 69 % of time in the position
Occasional	16 – 30% of time in the position
Rare	1 – 15% of time in the position
Not applicable	0% of time in the position

Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.

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Vaccination requirements

As this role has limited direct physical contact with patients and clinical environments, employees are required to be vaccinated against or demonstrate immunity to influenza, COVID-19, whooping cough (pertussis), chicken pox and MMR (measles, mumps, rubella).

Employment with the Women's is conditional upon the provision of satisfactory evidence of vaccination and/or screening, and we may withdraw an offer of employment if the required evidence is not provided at least five business days prior to the intended start date.

Declaration

By accepting this position description electronically, I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed date: July 2025

Developed by: Sally Moss, Community Engagement & Consumer Health Information Manager

Date of next review: July 2026

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