Position Description

Position title:	**Consumer Liaison Officer**
Department:	**Quality and Safety Unit**
Classification:	**Administration Officer Grade 6**
Agreement:	**Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025–2027.**
Reporting to:	**Director, Quality and Safety**

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:



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.

About the department/unit

The Women's Quality and Safety Unit provides an expert advisory service to the staff and services of the Women's on clinical governance, quality improvement and risk management strategies, systems and activities. It is also responsible for providing a high-quality specialist and sensitive service to women seeking resolution to concerns and complaints about hospital services within a human rights and advocacy framework.

Position purpose

The Consumer Liaison Officer provides a patient- and consumer-centred liaison service, responding to feedback, concerns, enquiries, and requests for information from patients, families, and consumers. The role supports individuals to navigate and understand the services provided by the Women's, ensuring their voices are heard and their experiences help inform and improve care across all clinical and non-clinical areas of the organisation.

Key responsibilities

- Acting as a key point of contact for consumers seeking assistance in face-to-face, telephone and email settings, which can include handling difficult conversations
- Receiving, assessing and managing patient, family and consumer feedback, complaints, compliments and enquiries.
- Liaising and working with complainants and consumers to identify concerns and questions, and to develop plans for resolution
- Proactively liaising and collaborating with clinical, operational and management staff to coordinate the review and resolution of consumer feedback, complaints and enquiries, ensuring patient concerns, questions and expectations are addressed through timely, thorough and patient-centred responses.
- Maintaining accurate records of complaints and correspondence
- Triaging issues according to risk, complexity and urgency, escalating serious concerns where required.
- Drafting clear, compassionate and professional written responses to consumer feedback.
- Liaising with the Health Complaints Commissioner and Safer Care Victoria to negotiate outcomes to complex complaints
- Recording and collating data about the number and nature of enquiries, compliments and complaints from consumers to identify opportunities for improvement and to contribute to reporting as required
- Sharing relevant information with colleagues where appropriate to inform and build consistent responses and solutions.
- Coordinating and at times, attending family meetings or open disclosure meetings with senior clinicians.
- Contributing to the priorities of the team and effectively managing individual caseloads
- Writing responses and reports for consumers in appropriate language observing health literacy principles

- Be respectful of the needs of patients, visitors and other staff and maintain a professional approach to all interactions.
- Be familiar with the requirements of Victoria's Statutory Duty of Candor legislation and to ensure the Women's is compliant with our obligations under the legislation in collaboration with the Quality and Safety team and the clinical team. This may include:
- Completing training in Statutory Duty of Candour (SDC) and understand the Women's process and local policies for SDC;
- Coordinating the SDC process following the identification of a serious adverse patient safety event (SAPSE), including acting as the family liaison person for impacted families and organising the SDC meeting;
- Supporting staff through the SDC process (this may include coordinating a planning meeting prior to the SDC meeting and debriefing with staff post meeting);
- Drafting reports in consumer-centred language observing the principles of health literacy;
- Working with the Quality and Safety team to ensure SDC requirements are followed.
- Be aware of and work in accordance with the Women's policies and procedures, including
- Occupational Health and Safety, Equal Employment Opportunity, Privacy and Confidentiality
- Participate in professional development as required

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

Essential:

- Appropriate tertiary qualification in nursing, midwifery, allied health, psychology or other relevant professional background or experience in the health sector.
- Excellent interpersonal and written communication skills (both written and oral).
- Advanced communication skills with emphasis on mediation, facilitation, problem solving and collaboration.
- Demonstrated capacity to work effectively within a complex organization.
- An understanding of the services and programs provided at the Women's which translates to an ability to connect patients and consumers with the right resources.
- Familiarity with the role and function of acute hospital system.
- Excellent time management and prioritizing
- Knowledge of Microsoft Office Windows-based software.

Attributes:

- Embodies the Women's values of courage, passion, discovery and respect

- Excellent people skills and able to communicate respectfully with patients, their families, internal and external stakeholders.
- Strong patient/consumer outcomes focus- confidence and resilience in liaising with people who may be experiencing a high degree of stress.
- Active listening skills.
- Demonstrated analytical and problem-solving skills.
- Highly developed written communication skills.
- Highly developed facilitation and mediation skills.
- Capacity to work in a busy environment with demonstrated skills in time management, working with completing priorities and ability to manage a caseload.
- Demonstrated ability to work effectively and collaboratively as part of a team.
- Capacity to exercise independent judgement and to provide well-balanced advice.
- Capacity to work well under pressure.
- Capacity to seek support to manage wellbeing.
- Ability to work collaboratively with other staff.

Organisational relationships

Internal relationships

- Director Quality and Safety
- Medical, midwifery, nursing and other clinical and non-clinical staff
- Communications team
- Consumer Liaison team
- Patient and Visitor services
- Senior Executive
- Program Managers
- Clinical Managers
- Legal Counsel

External relationships

- Healthcare Complaints Commissioner
- Safer Care Victoria
- The Royal Children's Hospital, the Royal Melbourne Hospital, Peter MacCallum Cancer Centre
- Other Victorian health services
- Victorian 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 / Constant
Standing- remaining standing without moving about to perform tasks	Occasional
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	Rare
– 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	Rare
– moderate push / pull forces 10 – 20 kg	NA
– heavy push / pull forces over 20 kg	NA
Reaching – arm fully extended forward or raised above shoulder	Rare
Head/neck postures – holding head in a position other than neutral (facing forward)	Rare
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Occasional
– Gripping, holding, twisting, clasping with fingers/hands	Occasional
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 / Constant
Hearing – use of hearing is an integral part of work performance	Prolonged / Constant
Touch – use of touch is integral to most tasks completed each shift	Prolonged / Constant
Psychosocial demands	**Frequency**
Observation skills – assessing/reviewing patients in/outpatients	Frequent
Problem solving issues associated with clinical and non-clinical care	Frequent
Working with distressed people and families	Prolonged / Constant
Dealing with aggressive and uncooperative people	Prolonged / Constant
Dealing with unpredictable behaviour	Frequent
Job demands – high workload, tight deadlines, and competing priorities	Frequent
Exposure to traumatic or distressing content or situations – including handling sensitive information arising from patient records, patient care activities, incident reports, adverse events, or investigations of adverse events.	Frequent
Role specific considerations Support is available for staff exposed to psychological risks. Any adjustments that may be required can be discussed with your manager.	Frequent

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.
- We are committed to the safety, wellbeing and empowerment of all children and young people. We prioritise an environment where children are protected and heard. We commit to safeguarding the social and emotional wellbeing of First Nations children, understanding that their connection to country, culture, kin and community is critical to their safety.

Vaccination requirements

As this role does not have direct patient contact, employees are strongly encouraged (although not required) to be vaccinated against COVID-19, influenza, whooping cough (pertussis), chicken pox and MMR (measles, mumps, rubella).

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: November 2026

Developed by: Director Quality and Safety

Date of next review: (12 months from now)
