

Role Descriptions

Chair

The role of the Chair is to work towards achieving the goals of the Community Advisory Committee as defined in the Committee's Terms of Reference.

The Chair undertakes the following activities:

- > Act as leader of the Community Advisory Committee, communicating well and promoting appropriate conduct
- > Ensure proper conduct of business at Committee meetings
- > Ensure diverse voices and individuals are heard
- > Assist all Committee members to generate and present consumer perspectives on issues concerning any aspect of service delivery provided by SA Ambulance Service (SAAS)
- > Liaise with SAAS representatives over items for the Agenda and outcomes of the Community Advisory Committee's decision making
- > Develop effective relationships with Committee members and SAAS representatives, so that business proceeds smoothly and the aims of the Committee are fulfilled
- > Ensure that orientation of the new Committee members occurs
- > Ensure that a Community Advisory Committee Annual Report is completed and sent to the SAAS Corporate Communications office
- > In conjunction with SAAS Executives/Community Advisory Committee Executive Officer, lead an annual evaluation of Committee activities (including activities Committee members engage in on behalf of the Committee)
- > Ensure the Committee's Terms of Reference are adhered to and reviewed as specified
- > Stay abreast with current issues in consumer engagement
- > Provide leadership in resolving any conflicts between members of the group and others

The **Deputy Chair** supports the above activities of the Chair. In addition, the Deputy Chair will assume the role of Chair if they are unable to fulfil any of their given tasks or roles.

Consumer Engagement Facilitator

The role of the Consumer Engagement Facilitator is to work collaboratively with the Community Advisory Committee Chair and Chief Executive to support and promote consumer engagement at SAAS. The Consumer Engagement Facilitator is a SAAS staff member who will:

- > Support the Chair in the development of the Community Advisory Committee agenda and ensure that the Community Advisory Committee minutes are accurate and distributed to members at an appropriate time
- > Work with the Chair and Chief Executive to ensure appropriate communication within SAAS occurs on issues involving Community Advisory Committee business

SA Ambulance Service Community Advisory Committee

Community Advisory Committee Members

- > Have a broad consumer perspective of primary, secondary and tertiary health care
- > Ability to attend Community Advisory Committee meetings, as scheduled, including the duration and other meetings as negotiated
- > Ability to work as a member of a large team of professionals
- > Verbal communication skills, assertive/confident to be able to present ideas and comments to the group
- > Have an open mind on issues and be aware of your prejudices
- > Negotiate and conflict management skills
- > Ability to problem-solve and resolve issues
- > Commitment to safety and quality improvement in health services
- > Ability to and commitment to consult with a broader consumer constituency
- > Energy and enthusiasm
- > Ability to seek help/assistance when unsure or concerned about any issues
- > Read materials and documents provided in preparation for meetings
- > Respect confidentiality

Consumer/Community Organisation Representative

In addition to the role of the Community Advisory Committee members, as mentioned above:

- > Provides a consumer perspective, but their input is often informed by feedback and the views of other consumers as well as their own experience and opinions
- > Involves liaison between the SA Health committee and their consumers/ community organisation, as well as their network of consumers, associations or consumer organisations. These groups serve as the broad constituency for the consumer representative.
- > Protect the interests of consumers
- > Promote consumer experience relating to service use and policy development
- > Identify and advocate for consumer perspectives in decision making
- > Report the activities of the committee to consumers, thus increasing accountability
- > Ensure that there is a two way dialogue between the Community Advisory Committee and their consumer/community organisation.

Executive Officer (Administrative Support)

The role of the Community Advisory Committee Executive Officer (Administrative Support) is to undertake Committee administrative activities as directed by the Consumer Engagement Facilitator. The Executive Officer is an administrative staff member of SAAS who:

- > Distributes Community Advisory Committee meeting agendas and minutes as directed by the Terms of Reference in a timely manner (i.e. within 5 working days before)
- > Minutes and records the proceedings of Community Advisory Committee meetings
- > Distributes information to Community Advisory Committee members as directed by the Chair and Consumer Engagement Facilitator