

POSITION DESCRIPTION: Consumer Partner for Tweddle Child and Family Health Service

Introduction to Tweddle Services:

Tweddle Child & Family Health Service (Tweddle) is a 99 year old state based Early Parenting Centre (EPC) that offers evidence informed prevention and early intervention programs around attachment and infant mental health to over 4000 families every year.

Families who engage in our programs often do so for support around baby sleep and settling issues, amongst other challenges impacting on a parent, baby or toddler. These challenges may arise from risk factors such as exhaustion, depression, anxiety, family violence, financial distress, drug and alcohol misuse and isolation.

As a public hospital, Tweddle has a range of programs, both for voluntary and mandated (child protection) family admissions. Some programs are Government funded while other programs are delivered through grants and sponsorships.

A health professional referral is required to attend a residential or day stay program. Our goal is to foster resilience in families and alter the trajectory of their lives.

What Does This Role Involve?

This voluntary role involves working collaboratively on an array of initiatives such as:

- Client resources we develop
- Publications we produce
- Planning our programs
- Designing our programs
- Evaluating our programs
- Evaluating feedback we receive from families
- Improving the quality and safety of our programs through targeted projects

Duties involve:

- Reading and reviewing documents in preparation for meetings
- Attending meetings or forums or providing feedback via email (your travel costs will be reimbursed)
- Attending an orientation session with Tweddle

WHO SHOULD APPLY?

Former or current clients with a lived experience of participation in one of our programs are encouraged to apply.

Any care givers with a baby or toddler who have accessed parenting supports within the last 12 months are encouraged to apply.

Plus a special interest in contributing to the ongoing monitoring and improvement of Tweddle for future families.

TEM No: TEMCO	TEM: Consumer Partner Position Description	Page 1 of 3
Reviewed: June 2019	Reviewed By: Director Finance and Corporate Services	Next review: June 2020

What Support Is Available To You?

You will be provided with an orientation to Tweddle’s work to help you contribute in your role. You may also be provided with other training as needed.

You will be supported by a nominated staff member at Tweddle during your 12 month tenure. They will be your point of contact and provide you with assistance, briefings and de-briefings.

How Can You Apply or Get More Information?

To make, enquire or receive more information, feel free to contact our Quality Manager on ph: 8387 0648 or quality@tweddle.org.au.

If you would like to apply for this position, please complete your details below and email quality@tweddle.org.au or post it to:

Tweddle Child and Family Health Service
 Quality Manager
 53 Adelaide Street
 Footscray, Vic 3011

We will discuss why you are applying, your relevant interests and experiences. You may be contacted for a face-to-face meeting. Appointments will be made subject to a Police Check and Working with Children Check.

Your Details			
Your Name			
Contact Number		Time to Contact	
Email Address			
Please tell us your interests, skills and experience that would support you in this role:			

TEM No: TEMCO19	TEM: Consumer Partner Position Description	Page 2 of 3
Reviewed: July 2019	Reviewed By: Quality Manager	Next review: July 2020

Please tick areas you are most interested in

- Ongoing community partnership working groups
- Short-term project groups
- One-off discussion groups
- Giving feedback to improve services through surveys
- Improving client health information
- Having a say about local issues and services

For more information about Tweddle please visit www.tweddle.org.au

We look forward to working with you to help shape our organization

TEM No: TEMCO19	TEM: Consumer Partner Position Description	Page 3 of 3
Reviewed: July 2019	Reviewed By: Quality Manager	Next review: July 2020