

Position Description – Consumer Advisory Group Member

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Drafted by	Admin and People Manager	Approved by CEO on	Under review
Responsible person	Jessica Lusher	Scheduled review date	

Location:	Online via Microsoft Teams (Consumer Advisory Group Members may be located anywhere in Queensland)
Hours:	1x meeting every second month
Availability:	Scheduled meeting attendance and occasional email communication between meetings.
Commitment:	Appointed for a 24-month term

Purpose of the role

The purpose of Arthritis Queensland’s Consumer Advisory Group (CAG) is to act as a formal and ongoing mechanism which allows for significant Consumer involvement in all the work Arthritis Queensland undertakes.

Consumer Advisory Group Members provide information and guidance to the Board and management on ways in which Arthritis Queensland can better understand and respond to the diverse needs of Queenslanders living with arthritis.

Key Responsibilities (full training will be provided):

- To contribute to discussions on consumer matters relevant to all those living with arthritis across Queensland.
- To assist in, and provide advice on, Arthritis Queensland’s advocacy and awareness work.
- CAG members may be asked to assist and advise on strategic and operational issues when required.
- GAG members will play an influential role in decision- making processes; however, they will not possess any specific decision- making capabilities.

Essential Requirements

- Either a personal diagnosis of a form of arthritis or be a carer for a person living with an arthritis diagnosis.
- High level interpersonal skills with ability to listen to differing points of view and communicate thoughts and opinions respectfully.
- Be passionate about representing the consumer voice.
- A willingness to share insights about personal experiences.
- Be able to see beyond personal diagnosis and experiences to consider the needs of other consumers living with different musculoskeletal conditions.
- Be able to work positively with others.
- Align thoughts and actions with the Arthritis Queensland mission- care and cure.
- Reliable computer or laptop that is compatible with Arthritis Queensland software applications such as Microsoft Teams.
- Confidence in working remotely via online platforms
- Be 18 years of age or older.

Desirable Attributes

- Willingness to participate in additional activities such as further training or surveys when required.
- Willingness to attend and participate in additional activities such as workshops or events.

N.B. Arthritis Queensland understands that a consumer advisory member may experience health related issues that prevent them from being able to participate in the CAG at times. In this situation, Arthritis Queensland will make every reasonable attempt to accommodate the needs of any member experiencing health related issues where possible.

N.B. Due to financial constraints, volunteers will not be reimbursed for any costs associated with this role. Arthritis Queensland, however, will make every reasonable attempt to ensure our programs are delivered at no-cost or low-cost for our volunteers.

DOCUMENT VERSION AND REVISION INFORMATION

Action	By	Changes	Version	Date
Created	Admin & People Manager	Created	1.0	10/03/2022
Approved				
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