

**Competencies for  
Consumer Advisors in Mental Health Services**

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# Contents

<b>Contents .....</b>	<b>i</b>
<b>Introduction .....</b>	<b>1</b>
Format of the Resource .....	1
Competencies Assessment .....	2
<b>The Competencies .....</b>	<b>3</b>
Personal Attributes .....	3
1. Experience .....	3
1.1 Mental Illness .....	3
1.2 Service Experience .....	3
1.3 Recovery .....	3
1.4 Self-awareness .....	3
2. Convictions .....	4
2.1 Passion .....	4
2.2 Belief in Recovery .....	4
3. Ethics .....	5
3.1 Personal and Professional Integrity .....	5
4. Nature .....	6
4.1 Resilient .....	6
4.2 Empathetic .....	6
4.3 Sense of Humour .....	6
4.4 Honest .....	6
5. Approach .....	7
5.1 Assertive .....	7
5.2 Motivated .....	7
5.3 Collegial .....	7
5.4 Open-minded .....	7
Knowledge .....	8
1. Consumer Advisor Role .....	8
1.1 The Role .....	8
1.2 Accountabilities .....	8
1.3 Ethics .....	8
1.4 History and Development of the Position .....	8
2. The Treaty of Waitangi .....	10
2.1 The Articles of the Treaty of Waitangi .....	10
2.2 Application of the Principles of the Treaty of Waitangi .....	10
2.3 Awareness of the Aspirations and Expectations of Tāngata whenua .....	10
2.4 Appreciation of tikanga Māori .....	10
3. The Health Sector and Standards .....	11
3.1 The Sector .....	11
3.2 Policy .....	11
3.3 Standards .....	11
3.4 Historical Perspective .....	11
4. Models of Health, Illness and Treatment .....	14
4.1 Conventional Models .....	14
4.2 Alternative and Complementary Models .....	14
4.3 Māori Models .....	14
4.4 Other Cultural Models .....	14
4.5 Promotion .....	14
4.6 Prevention .....	14

5. The Consumer Movement.....	16
5.1 History.....	16
5.2 Culture.....	16
5.3 Structure.....	16
6. Recovery.....	17
6.1 Principles.....	17
6.2 Approach.....	17
6.3 Services and Systems.....	17
7. Community Awareness and Alliances.....	18
7.1 Understanding of Cultural Diversity.....	18
7.2 Interagency Collaboration.....	18
7.3 Community Resources.....	18
7.4 Discrimination.....	18
8. Legislation.....	19
8.1 General Legislation.....	19
8.2 Specific Legislation.....	19
Skills.....	20
1. Management.....	20
1.1 Leadership.....	20
1.2 Project Management.....	20
1.3 Conflict Resolution.....	20
2. Personal.....	21
2.1 Professionalism.....	21
2.2 Self management.....	21
2.3 Ethics.....	21
3. Professional.....	23
3.1 Systemic Advocacy.....	23
3.2 Organisational Vision and Strategies.....	23
3.3 Continuous Quality Improvement.....	23
3.4 Evaluation.....	23
3.5 Learning Presentations.....	23
3.6 Interviewing.....	23
3.7 Facilitation.....	23
4. Communication.....	25
4.1 Written.....	25
4.2 Verbal.....	25
4.3 Interpersonal skills.....	25
4.4 Networking.....	25
5. Organisational.....	27
5.1 Administration.....	27
5.2 Information Technology.....	27
5.3 Drivers License.....	27
<b>Appendices.....</b>	<b>28</b>
Appendix A: Example – Assessment.....	29
Appendix B: Chart of Competencies.....	30

## Introduction

Competencies are the combination of attributes, skills and knowledge that contribute to a person's ability to perform a job to an appropriate standard.

The primary purpose of this resource is to enable current and prospective consumer advisors to perform self-assessments on their competency levels and obtain guidance on which competencies require development. Employers, human resource and recruitment personnel can also use these competencies to develop new role descriptions and amend existing ones. In addition, this resource may be of use to prospective and current employers of consumer advisors to assist them to meet their responsibilities as good employers in the areas of:

- Staff recruitment and selection;
- Staff training and development;
- Continuous quality improvement;
- Strategic development; and
- Responsiveness to standard nine of the National Mental Health Standard.

It is recommended that this resource be read in conjunction with the:

- Employment Guidelines for Consumer Advisors in Mental Health Services; and
- Training Needs Assessment Resource for Consumer Advisors in Mental Health Services.

## Format of the Resource

This resource describes the Competencies for the consumer advisor role within three distinct categories:

1. Personal Attributes;
2. Knowledge; and
3. Skills.

Each Competency is named and numbered for ease of use and reference.

The Application for each Competency is described in detail.

The application is rated as either:

- **Core** – Essential for the position. These are the key competencies that a consumer advisor must have and needs in order to undertake the role;
- **Recommended** – Additional to core competencies. These competencies are beneficial to the position;
- **Practiced** – Preferable for the position, especially after 2 years in the role; and
- **Desirable** – Discretionary for the position. These are not critical to the role, but can augment it.

To assist in understanding each competency, a range of comments have been included. The comments are suggestions only and should not be considered as fixed or obligatory to the attainment of the competency.

## **Competencies Assessment**

To determine the level and extent of competence an assessment format has been provided. Each competency can be rated numerically in respect of level of attainment:

- Not Attained = 1;
- Partially Attained = from 2-6; and
- Fully Attained = 7.

It is appropriate that review of competence for the role is undertaken at least annually as a minimum.

It is recommended that consumer advisors perform a self assessment in collaboration with their employer, line manager or experienced peer. It is desirable for the advisor's employer or line manager to make a separate assessment and then, together with the advisor, to decide which of the advisor's peers and work colleagues to request guidance and /or assessment from. People in a position to give guidance could include:

- Supervisor;
- Experienced peer or peer support group; and
- Kaumatua.

An example of a completed assessment template is presented as Appendix A.

# The Competencies

## Personal Attributes

Personal attributes are the range of personal experiences, values and beliefs that a person brings to the role.

### 1. Experience

Competencies:

#### 1.1 *Mental Illness*

Has personal experience of mental illness.

#### 1.2 *Service Experience*

Has personal experience as a user of mental health services.

#### 1.3 *Recovery*

Has attained a degree of wellness.

#### 1.4 *Self-awareness*

Is self-aware.

<b>Application</b>	<b>Rating</b>	<b>Comments</b>	<b>Assessment 1-7</b>
A consumer advisor utilises their experience of mental illness to inform the requirements of the position.	Core	<i>i) Mental illness covers a range of psychiatric conditions and diagnoses.</i>	
A consumer advisor utilises their experience of using mental health services to inform the requirements of the position.	Core	<i>i) Mental health services may include primary, secondary or tertiary level services.</i>	
A consumer advisor has a sustainable level of wellness to be able to adequately undertake the tasks required of the position.	Core	<i>i) The consumer advisor may or may not have reasonable accommodations associated with their employment.</i>	
A consumer advisor has a large degree of self-awareness regarding their mental illness.	Core	<i>i) The consumer advisor has come to terms with their own experience of mental illness and use of services.</i>	

## 2. Convictions

Competencies:

### 2.1 *Passion*

Has passion for the job.

### 2.2 *Belief in Recovery*

Believes in the concept of recovery.

<b>Application</b>	<b>Rating</b>	<b>Comments</b>	<b>Assessment 1-7</b>
A consumer advisor approaches their tasks with passion for consumer participation and continuing improvements in all aspects of mental health services.	Recommended	<i>i) This includes a general passion and interest in people's mental health and a genuine commitment to improving services.</i>	
A consumer advisor reflects their belief in recovery through all aspects of their work.	Recommended	<i>i) This may include but is not limited to the concept of recovery defined as 'the ability to live well with or without symptoms of a mental illness'.</i>	

### 3. Ethics

Competencies:

#### 3.1 *Personal and Professional Integrity*

Is responsible and reasonable.

<b>Application</b>	<b>Rating</b>	<b>Comments</b>	<b>Assessment 1-7</b>
A consumer advisor acts responsibly and addresses issues in a reasonable manner.	Core	<i>i) Due to the nature of the role a consumer advisor must bring a large degree of personal and professional integrity to it. This includes but is not limited to taking responsibility for their work, and challenging unjustifiable and inadequate behaviours and practices in a constructive and positive way.</i>	

## 4. Nature

Competencies:

### 4.1 Resilient

Shows resilience.

### 4.2 Empathetic

Is understanding and empathetic.

### 4.3 Sense of Humour

Uses a sense of humour.

### 4.4 Honest

Is open and honest.

Application	Rating	Comments	Assessment 1-7
A consumer advisor is flexible in their position and perseveres in the face of resistance and set-backs.	Core	<i>i) Resilience in this context means being able to be flexible, hardy and persistent when necessary. ii) The ability to identify and act on personal limits is required.</i>	
A consumer advisor understands and relates well to people, especially those who use mental health services.	Recommended	<i>i) Empathy in this context is not to be interpreted as sympathy. ii) An empathetic advisor can be described as a compassionate 'peoples'-person'.</i>	
A consumer advisor acknowledges the value of having and using a sense of humour and judges when and how to use it appropriately.	Desirable	<i>i) This competency acknowledges that humour is a valuable attribute, particularly in this line of work.</i>	
A consumer advisor is open and honest in their dealings and exchanges with people.	Core	<i>i) This includes an advisor being able to express their personal values, beliefs and opinions.</i>	

## 5. Approach

Competencies:

### 5.1 Assertive

Is assertive when necessary and appropriate.

### 5.2 Motivated

Is motivated to achieve to a high standard.

### 5.3 Collegial

Has an ability to work well in partnership with others.

### 5.4 Open-minded

Is open-minded.

Application	Rating	Comments	Assessment 1-7
A consumer advisor knows when it is appropriate, and is able to, speak out and act assertively in order to initiate and achieve change.	Recommended	<i>i) This involves being able to relate with confidence and be proactive rather than just reactive.</i>	
A consumer advisor uses their initiative and has a high level of self-motivation.	Recommended	<i>i) This includes being able to complete work within determined timeframes. ii) This includes identifying and working on projects to further enhance consumer participation in the organisation.</i>	
A consumer advisor works well with colleagues and peers, and develops working partnerships.	Recommended	<i>i) This may include working with people both inside and external to the organisation.</i>	
A consumer advisor undertakes their work reflective thought processes.	Core	<i>i) This includes the consumer advisor being open to learning new techniques and practices.</i>	

## Knowledge

Knowledge is the information that a person requires to undertake their role.

### 1. Consumer Advisor Role

Competencies:

#### 1.1 The Role

Has an understanding of the role and its relationship to the rest of the organisation.

#### 1.2 Accountabilities

Has an understanding of to whom, and how, they are accountable.

#### 1.3 Ethics

Has a working knowledge of ethics as a discipline.

#### 1.4 History and Development of the Position

Is aware of the development and history associated with the role.

Application	Rating	Comments	Assessment 1-7
A consumer advisor understands the essence of the role as involving systemic advocacy at the senior management level of the organisation.	Core	<i>i) Understanding the role includes being able to articulate the main tasks required as listed in the consumer advisor job description.</i>	
A consumer advisor understands and accommodates the role's relationship to the organisation, management team, people who use services and key stakeholders.	Core	<i>i) Must include being able to develop and maintain functional and positive relationships with service colleagues.</i>	
A consumer advisor identifies to whom, and how, they are accountable and fulfils those accountabilities.	Core	<i>i) Including the ability to provide written and oral reports to the person/role they are directly responsible to.</i>	
A consumer advisor has a basic working knowledge of ethics as a discipline and utilises that knowledge to inform their work.	Core	<i>i) This includes but is not limited to the consumer advisor understanding how to work ethically in the health care environment where key principles are sometimes in direct conflict.</i>	

Application	Rating	Comments	Assessment 1-7
A consumer advisor obtains information about the way their role was developed and utilises that information to enhance their performance in the role.	Desirable	<i>i) Information on the history of the role could be obtained from: consultation with current and previous consumer advisors; service documents; the Internet/Intranet; and by having conversations with key staff, people who use the service and other stakeholders.</i>	

## 2. The Treaty of Waitangi

Competencies:

### 2.1 *The Articles of the Treaty of Waitangi*

Has a working knowledge of the articles of the Treaty of Waitangi.

### 2.2 *Application of the Principles of the Treaty of Waitangi*

Has a working knowledge of the principles of the Treaty of Waitangi.

### 2.3 *Awareness of the Aspirations and Expectations of Tāngata whenua*

Has an understanding of the significance of Tāngata whenua as the indigenous people of Aotearoa/New Zealand.

### 2.4 *Appreciation of tikanga Māori*

Has a working knowledge of tikanga.

<b>Application</b>	<b>Rating</b>	<b>Comments</b>	<b>Assessment 1-7</b>
A consumer advisor understands and upholds the articles of the Treaty.	Core	<i>i) Including an appreciation that Te Tiriti O Waitangi is the founding document of Aotearoa/New Zealand, and the legal and social significance of it for Māori and Tauīwi/Pakeha.</i>	
A consumer advisor can describe what the principles of the Treaty of Waitangi are and has practical ways of applying them in their work.	Core	<i>i) Includes an appreciation of the principles and elements of cultural safety.</i>	
A consumer advisor has a practical understanding of, and is responsive to, the aspirations and expectations of Tāngata whenua.	Recommended	<i>i) Including an appreciation of the cultural diversity between and within whanau, hapu and iwi. ii) Includes knowing which is the local iwi in the region.</i>	
A consumer advisor has some use of Te Reo and participates in tikanga Māori concepts and practices such as waiata and karakia relevant to a mental health service.	Practiced	<i>i) May involve having seeking guidance from Kaumatua. ii) May include having experience of marae protocols, powhiri and poroporoaki.</i>	

### **3. The Health Sector and Standards**

Competencies:

#### **3.1 The Sector**

- National
- Regional
- Local

Has a working knowledge of the current national, regional and local health sectors.

#### **3.2 Policy**

- Government, national, local
- Organisational

Has a working knowledge of Government, national and local policies.

Participates in organisational policy work.

#### **3.3 Standards**

- National Mental Health (NMH) Standard
- Health and Disability Sector (H&DS) Standard
- Others

Has a working knowledge of the National Mental Health Standard, the Health and Disability Sector Standard, other various standards, relevant legislation and auditing processes.

#### **3.4 Historical Perspective**

- Agencies – hospital and community based
- Institutions and de-institutionalisation

Has knowledge of past health sector agencies and structures.

Has knowledge of current organisations and agencies.

<b>Application</b>	<b>Rating</b>	<b>Comments</b>	<b>Assessment 1-7</b>
A consumer advisor understands the function of a range of agencies and service providers operating at a local, national and regional level.	Recommended	<i>i) Including but not limited to the range and roles of community and Non-Government Service Provider Organisations, Consumer groups and networks, Ministry of Health, Mental Health Commission, District Health Boards, Funding and Planning, Service Support Agencies, Public and Primary Health Services.</i>	
A consumer advisor understands how the development and implementation of policies at a Government and national level impacts on the organisation and those it serves.	Recommended	<i>i) A consumer advisor can be more effective in their role if they have an overview and understanding of policies and processes for their development.</i>	
A consumer advisor participates in policy development, implementation and review at an organisational level.	Core	<i>i) Policies are more than just pieces of paper, they define an organisation. ii) Includes but not limited to organisational policies required by legislation – e.g., Privacy and Complaints policies.</i>	
A consumer advisor is familiar with the National Mental Health Standard, and actively supports organisational compliance with it.	Core	<i>i) An advisor's work will be particularly focused on standard nine in respect of facilitating effective consumer participation in service planning, delivery and evaluation. ii) Knowledge of the Standard for informing continuous quality improvement and responsiveness to service auditing.</i>	
A consumer advisor is familiar with the Health and Disability Sector Standard, and actively supports organisational compliance with it.	Core	<i>i) Knowledge of the Standard for informing continuous quality improvement and responsiveness to service auditing.</i>	

<b>Application</b>	<b>Rating</b>	<b>Comments</b>	<b>Assessment 1-7</b>
A consumer advisor understands the importance of, and actively supports, organisational compliance with various standards, relevant legislation and auditing processes.	Recommended	<i>i) Including but not limited to other health standards such as the Blueprint for Mental Health Services, Restraint Minimization and Safe Practice Standard, Recovery Competencies for New Zealand Mental Health Workers.</i>	
A consumer advisor is familiar with the past developments in the health sector and utilises that knowledge to inform their position.	Practiced	<i>i) Knowledge of past health systems and structures in New Zealand including, but not limited to Hospital Boards, Area Health Boards, Crown Health Enterprises, Hospital and Health Services, Health Funding Authorities and the changing role of the Ministry of Health (Mental and Public Health Directorates).</i>	
A consumer advisor maintains current knowledge of various organisations and agencies, and their policies and practices in relation to mental health.	Recommended	<i>i) Mental health developments within other health disciplines e.g., primary and public health. ii) Including but not limited to the Ministry of Health, the Mental Health Commission, Health and Disability Commission, District Health Boards – Funder arms and Support agencies.</i>	

## 4. Models of Health, Illness and Treatment

Competencies:

### 4.1 Conventional Models

Has a working knowledge of the key concepts and components of conventional models of health, illness and treatment.

### 4.2 Alternative and Complementary Models

Has a working knowledge of the key concepts and components of alternative and complementary models of health, illness and treatment.

### 4.3 Māori Models

Has knowledge of Māori models of health, illness and treatment.

### 4.4 Other Cultural Models

Has knowledge of other cultural models of health, illness and treatment.

### 4.5 Promotion

Has knowledge of the basic concepts of health promotion.

### 4.6 Prevention

Has knowledge of what illness prevention practices are.

Application	Rating	Comments	Assessment 1-7
A consumer advisor understands, and can discuss, the social and environmental context of health, including population and individual health models.	Core	<i>i) Including but not limited to stigma and discrimination associated with mental illness.</i>	
A consumer advisor understands, and can discuss, the key concepts and components of conventional models of health, illness and treatment.	Core	<i>i) An advisor may find it useful to seek some knowledge of the range of psychiatric drugs prescribed for different mental illnesses.</i>	
A consumer advisor understands, and can discuss, alternative and complementary models of treatment.	Core	<i>i) Including but not limited to understanding social movements, theories and philosophies that can influence change. ii) Complementary and alternative treatments may include but are not limited to Rongo, massage, acupuncture, naturopathy,</i>	

<b>Application</b>	<b>Rating</b>	<b>Comments</b>	<b>Assessment 1-7</b>
		<i>aromatherapy, herbalism, vitamins and exercise.</i>	
A consumer advisor is aware of Māori models of health, illness, and treatment and actively supports the inclusion of Māori perspectives in the design, development, implementation and evaluation of the organisation's services.	Core	<p><i>i) This includes being able to articulate the model Te Whare Tapa Wha and understanding what tinana, hinengaro, wairua and whanau mean in terms of Māori health.</i></p> <p><i>ii) Can include having understanding of Māori practices such as waiata and karakia.</i></p>	
A consumer advisor is aware of Pacific people's models of health, illness and treatment, and actively supports the inclusion of Pacific people's perspectives in the design, development, implementation and evaluation of the organisation's services.	Core	<p><i>i) May include but is not limited to understanding the Pacific 'Fonofale' model of health.</i></p> <p><i>ii) May include an understanding of Pacific protocols and being able to demonstrate appropriate behaviours and facilitation skills.</i></p>	
A consumer advisor is aware of a range of cultural perspectives of health, illness and treatment, and actively supports the inclusion of a such in the design, development, implementation and evaluation of the organisation's services.	Recommended	<i>i) Culture can have a variety of definitions e.g., ethnicity, gender and sexual orientation.</i>	
A consumer advisor understands, and actively supports, the application of health promotion concepts and principles in the organisation.	Recommended	<p><i>i) Including but not limited to knowledge of health promotion tools such as the Ottawa Charter and Te Pae Mahutonga (Southern Cross Star Constellation).</i></p> <p><i>ii) Including knowledge of local, regional and national public health agencies that deliver mental health promotion.</i></p>	
A consumer advisor understands, and actively supports, the use of early intervention/prevention models of practice within the organisation.	Recommended	<i>i) Including knowledge of local, regional and national health agencies that practice or incorporate illness prevention strategies.</i>	

## 5. The Consumer Movement

Competencies:

### 5.1 History

Has an understanding of the history of the consumer movement in New Zealand and overseas.

### 5.2 Culture

Has an understanding of the current consumer culture within New Zealand.

### 5.3 Structure

- Relationships
- Networks

Has a working knowledge of the consumer movement.

Application	Rating	Comments	Assessment 1-7
A consumer advisor acknowledges the importance of the consumer movement history and understands how it has shaped aspects of the present day movement.	Recommended	<i>i) The history of the consumer movement in New Zealand is not well documented so an advisor may need to spend time in discussion with current and past members of the movement.</i>	
A consumer advisor appreciates and supports the diversity of the consumer culture in New Zealand.	Recommended	<i>i) There are varying definitions of consumer culture and each advisor will need to develop their best interpretation of it. ii) There are many consumer groups in the country that contribute to the make up of 'the consumer movement'.</i>	
A consumer advisor develops working relationships with individuals, groups and networks in the consumer movement.	Recommended	<i>i) It is helpful if the organisation supports the advisor to devote time and resources to networking and developing relationships with individuals, groups and consumer networks so as to enhance their ability to perform in the role.</i>	

## 6. Recovery

Competencies:

### 6.1 Principles

Has an understanding of the philosophical foundation of recovery.

### 6.2 Approach

Has a working knowledge of the recovery paradigm that is currently promoted within the mental health sector.

### 6.3 Services and Systems

Has a working knowledge of services and systems that support recovery.

Application	Rating	Comments	Assessment 1-7
A consumer advisor understands and actively supports consideration of the philosophical basis of the concept of recovery and its relevance to service provision.	Core	<i>i) This may include the advisor's own definition of recovery and recovery principles.</i>	
A consumer advisor understands and actively supports consideration of the key principles and elements of the recovery paradigm.	Recommended	<i>i) This may be based on a generalised view or definition of a recovery approach. ii) This may include being familiar with the Mental Health Commission's definition of recovery and the Recovery Competencies for New Zealand Mental Health Workers. iii) Recovery may be defined and interpreted differently in some services and/or cultures.</i>	
A competent consumer advisor has comprehensive knowledge about, and actively supports and advocates for, services and systems that support recovery.	Recommended	<i>ii) An advisor may be able and prepared to assist in staff training exercises and programmes on recovery.</i>	

## 7. Community Awareness and Alliances

Competencies:

### 7.1 Understanding of Cultural Diversity

Has an understanding of the cultural diversity of the population.

### 7.2 Interagency Collaboration

Has a working knowledge of interagency collaboration.

### 7.3 Community Resources

Has a working knowledge of community resources.

### 7.4 Discrimination

Has a working knowledge of projects and programmes to reduce discrimination.

Application	Rating	Comments	Assessment 1-7
A consumer advisor understands, and is responsive to, bicultural and multicultural issues.	Core	<i>i) Has a working knowledge of a variety of groups and organisational cultures and can apply it to the relationship and networking requirements of the role.</i>	
A consumer advisor acknowledges the importance of, and actively facilitates, interagency collaboration within and external to the health sector.	Recommended	<i>i) Agencies can include government ministries, companies, community groups within health and other areas such as housing and social services.</i>	
A consumer advisor understands the extent, and actively makes use, of the resourcefulness of the community.	Desirable	<i>i) May require a specific approach to ensure relationships and networks are developed with community groups that can assist and influence the employing organisation.</i>	
A consumer advisor actively supports projects and programmes that mitigate the impact of discrimination associated with mental illness.	Core	<i>i) May include but not limited to participation in the Project to Counter Stigma and Discrimination Associated with Mental Illness (Like Minds, Like Mine).</i>	

## 8. Legislation

Competencies:

### 8.1 General Legislation

Has general knowledge of relevant legislation.

### 8.2 Specific Legislation

Has working knowledge of specific legislation that is particularly relevant:

- Code of Health and Disability Consumers' Rights 1996;
- Privacy Act 1993 and Health Information Privacy Code;
- Mental Health (Compulsory Assessment and Treatment) Act 1992; and
- Human Rights Act 1993.

Application	Rating	Comments	Assessment 1-7
A consumer advisor understands how legislation is created in New Zealand and can access and utilise legislation that is relevant to the organisation and the advisory role.	Recommended	<i>i) This includes being able to read some legislation. ii) Access to relevant government websites can assist with obtaining relevant legislative information and guidelines.</i>	
A consumer advisor has comprehensive knowledge of, the Code of Health and Disability Consumers' Rights 1996, the Privacy Act 1993 and Health Information Privacy Code 1994, the Mental Health (Compulsory Assessment and Treatment) Act 1992 and the Human Rights Act 1993, and applies that knowledge in their work.	Core	<i>i) This requires an advisor being able to read, interpret and convey salient points of legislation from a lay person's perspective.</i>	

## Skills

Skills are the abilities a person requires to undertake a role.

### 1. Management

Competencies:

#### 1.1 Leadership

Has the skills to provide leadership within the organisation.

#### 1.2 Project Management

Has project management skills:

- Team/staff management;
- Financial management; and
- Change management.

#### 1.3 Conflict Resolution

Has conflict resolution skills.

Application	Rating	Comments	Assessment 1-7
A consumer advisor inspires, motivates, encourages and supports actions and contributions that facilitate consumer participation in the organisation.	Core	<i>i) For this competency an advisor needs to have courage and be willing and able to challenge the status quo. ii) It may be that an advisor needs to consider developing and managing a consumer reference group in ensure adequate consumer participation in the organisation.</i>	
A consumer advisor uses project management practices, as relevant to their position, to support change management processes, team, staff and financial management.	Recommended	<i>i) Levels of competency required in this area will also depend on the size of the organisation, staffing levels and size of the budget.</i>	
A consumer advisor is aware of the possibility of encountering a range of conflicts in the role and resolves any conflicts that arise in a timely and satisfactory manner.	Core	<i>i) Including but not limited to personal relationship conflicts and work related differences of opinion.</i>	

## 2. Personal

Competencies:

### 2.1 Professionalism

Has the knowledge and skills required to undertake the role in an effective and efficient manner.

### 2.2 Self management

- Role management
- Time management
- Stress management

Has the skills to effectively manage themselves and the requirements of their role.

Has the skills to seek and engage in professional and peer supervision.

### 2.3 Ethics

Has the skills to make ethical decisions.

Application	Rating	Comments	Assessment 1-7
A consumer advisor engages in on-going training and education relevant to their role.	Recommended	<p><i>i) Includes but is not limited to identifying learning needs and negotiating with management to attend appropriate educational and training opportunities.</i></p> <p><i>ii) Is prepared to undertake an annual (at least) training needs analysis which is relevant to the requirements of their role and tasks.</i></p>	
A consumer advisor manages their time effectively.	Recommended	<p><i>i) Includes but is not limited to working within determined timeframes.</i></p>	
A consumer advisor takes a proactive approach to meet the challenges of the role, whilst maintaining their personal and professional integrity and safety.	Core	<p><i>i) May include but not limited to attending regular supervision, identifying other support systems and managing areas of personal or professional risk, particularly regarding issues related to safety, ethics and integrity.</i></p>	
A consumer advisor engages in regular professional supervision.	Core	<p><i>i) This is a key support for the role.</i></p>	

<b>Application</b>	<b>Rating</b>	<b>Comments</b>	<b>Assessment 1-7</b>
A consumer advisor makes decisions that are well reasoned and ethically sound.	Core	<i>i) This includes being able to appreciate that decisions may need to be made for the good of many over the good of the individual.</i>	
A consumer advisor applies critical thinking and ethical reasoning to address dilemmas that arise in the course of their work.	Core	<i>i) This may include having to make or be party to decisions which involve consumers of the service.</i>	

### 3. Professional

Competencies:

#### 3.1 Systemic Advocacy

Has systemic advocacy skills.

#### 3.2 Organisational Vision and Strategies

Has skills to contribute to the development of organisational vision and strategies.

#### 3.3 Continuous Quality Improvement

- Service development

Has skills to participate in continuous quality improvement practices.

#### 3.4 Evaluation

- Policy development and review

Has skills to support organisational evaluation.

#### 3.5 Learning Presentations

Has skills to prepare, present and assess learning presentations.

#### 3.6 Interviewing

Has skills to participate in the interviewing of staff and associated tasks.

#### 3.7 Facilitation

- Consultation
- Mediation
- Meeting procedures

Has facilitation skills.

Application	Rating	Comments	Assessment 1-7
A consumer advisor is aware of the differences between individual and systemic advocacy approach, and focuses on the systems perspective when advocating for organisational change.	Core	<i>i) It is possible that occasionally an advisor may be asked to undertake individual advocacy. The possible implications of doing this need to be carefully considered and decided on a case by case basis.</i> <i>ii) Includes an understanding that individual issues can contribute to the</i>	

<b>Application</b>	<b>Rating</b>	<b>Comments</b>	<b>Assessment 1-7</b>
		<i>identification of systems issues.</i>	
A consumer advisor contributes to development of the vision and strategies of the organisation.	Core	<i>i) Can use a range of analytical processes and tools to define current, medium-term and long-term development needs.</i>	
A consumer advisor actively identifies opportunities, and participates in processes, for systems and organisational improvements.	Core	<i>i) May include but is not limited to participation in strategic, business and quality planning; risk management. ii) May include membership of special incident, complaints and review committees.</i>	
A consumer advisor advises on, and participates in processes associated with, organisational evaluation.	Recommended	<i>i) This may include but not be limited to regular consumer satisfaction surveys.</i>	
A consumer advisor develops, prepares, presents and assesses learning presentations.	Recommended	<i>i) May include but is not limited to delivering learning presentations to staff members.</i>	
A consumer advisor participates, or facilitates consumer participation, in the recruitment, interviewing and appointment of all staff positions in the organisation.	Recommended	<i>i) If the advisor is unavailable, they will facilitate alternative consumer participation for the recruitment/interview process. ii) If participation in the interview process is outsourced the advisor will support the participant/s and ensure they are appropriately remunerated for their work.</i>	
A competent consumer advisor undertakes regular consultation with a range of people including consumers and staff of the organisation.	Recommended	<i>i) Different types of forums, including small groups and large meetings, will be considered to facilitate effective consultation.</i>	
A competent consumer advisor arranges and facilitates meetings.	Recommended	<i>i) It may be appropriate for consumer advisors to access independent facilitation for some meetings.</i>	
A competent consumer advisor attends and contributes at a range of organisational and external meetings.	Recommended	<i>i) This may include meetings where the advisor does not have to play a key role.</i>	

## 4. Communication

Competencies:

### 4.1 *Written*

- Documentation
- Report writing

Has skills to communicate ideas and concepts in writing.

### 4.2 *Verbal*

- Presentation skills
- Public speaking

Has skills to communicate ideas and concepts verbally.

### 4.3 *Interpersonal skills*

- Developing and maintaining relationships

Has skills to develop and maintain positive and effective relationships.

### 4.4 *Networking*

Has skills to establish and maintain internal and external networks.

<b>Application</b>	<b>Rating</b>	<b>Comments</b>	<b>Assessment 1-7</b>
A consumer advisor effectively communicates ideas and concepts in writing for a range of different audiences.	Core	<i>i) May include but not limited to emails, written reports, letters, memos, proposals and writing learning presentations.</i>	
A consumer advisor effectively communicates ideas and concepts verbally in a variety of settings and for a range of audiences.	Core	<i>i) May include but not limited to speaking with confidence, contributing to discussion at meetings, making speeches, giving reasoned arguments and learning presentations.</i>	
A consumer advisor establishes and maintains constructive collegial relationships and linkages with staff and management within the organisation.	Core	<i>i) An advisor needs to be conscious of how they are coming across to other people. This includes what they say, how they appear and what their manner is.</i>	
A consumer advisor establishes and maintains relationships with a range of people external to the organisation.	Core	<i>ii) It is acknowledged that building alliances and relationships across a range of groups and agencies takes time.</i>	

Application	Rating	Comments	Assessment 1-7
A consumer advisor has good support networks with a range of peers and colleagues.	Recommended	<i>i) This may include other consumer advisors, peers and colleagues inside and external to the organisation.</i>	

## 5. Organisational

Competencies:

### 5.1 Administration

Has the skills to undertake administrative tasks.

### 5.2 Information Technology

- Email
- Phones/Fax
- Computer (Familiarity, ability and willingness to learn software)
- Overhead and Power Point Projectors.

Has the skills to utilise a range of equipment and information technology.

### 5.3 Drivers License

Has a current and full drivers' license.

Application	Rating	Comments	Assessment 1-7
A consumer advisor undertakes the administration tasks associated with the role in a timely and effective manner.	Recommended	<i>i) Good administration supports the role and can help with stress levels. ii) Some organisations may provide administrative support or a personal assistant for the role.</i>	
A consumer advisor uses equipment and information technology resources to support and enhance their work.	Core	<i>i) Effective use of phone and email systems is considered essential for the role.</i>	
A consumer advisor has a drivers' license and is prepared to use a vehicle in the course of their work.	Desirable	<i>i) Having or using a drivers' license is not to be considered compulsory for the position. However, being able to use a vehicle may be useful for visits and attending meetings.</i>	

# **Appendices**

**Appendix A: Example – Assessment**

**Appendix B: Chart of Competencies**

## Appendix A: Example – Assessment

### 5. The Consumer Movement

Competencies:

5.1 History – Has an understanding of the history of the consumer movement in New Zealand and overseas.

5.2 Culture – Has an understanding of the current consumer culture within New Zealand.

5.3 Structure – Has a working knowledge of the consumer movement.

Application	Comments	Rating	Self Assessment 1-7	Reasons	Other Assessment 1-7	Other's Reasons/ Comments
History: A consumer advisor acknowledges the importance of the consumer movement history and understands how it has shaped aspects of the present day movement.	<i>i) The history of the consumer movement in New Zealand is not well documented so an advisor may need to spend time in discussion with current and past members of the movement.</i>	Core	7	<i>I have completed xxx training course. I have read xxx information books....</i>	7	<i>J.... has sound understanding of the history of the consumer movement.</i>
Culture: A consumer advisor appreciates and supports the diversity of the consumer culture in New Zealand.	<i>i) There are varying definitions of consumer culture and each advisor will need to develop their best interpretation of it.</i>	Core	5	<i>I have not been able to learn all I could about the issues for refugee and migrant cultures within our services.</i>	1	<i>J... appreciates diverse cultures but I have not observed her having time to support many people in this way.</i>
Structure: A consumer advisor develops working relationships with individuals, groups and networks in the consumer movement.	<i>i) It is helpful if the organisation supports the advisor to devote time and resources to networking and developing relationships with individuals, groups and consumer networks so as to enhance their ability to perform in the role.</i>	Recommended	1	<i>I haven't had many opportunities to develop any significant relationships with local, regional or national networks.</i>	3	<i>There is limited time in the part time role for J.... to fully develop these kinds of relationships.</i>

## Appendix B: Chart of Competencies

### Personal Attributes

	Core	Recommended	Practiced	Desirable
<b>1. Experience</b>				
1.1 Mental Illness				
1.2 Service Experience				
1.3 Recovery				
1.4 Self-awareness				
<b>2. Convictions</b>				
2.1 Passion				
2.2 Belief in Recovery				
<b>3. Ethics</b>				
3.1 Personal and Professional Integrity				
<b>4. Nature</b>				
4.1 Resilient				
4.2 Empathetic				
4.3 Sense of Humour				
4.4 Honest				
<b>5. Approach</b>				
5.1 Assertive				
5.2 Motivated				
5.3 Collegial				
5.4 Open-minded				

## Knowledge

	Core	Recommended	Practiced	Desirable
<b>1. Consumer Advisor Role</b>				
1.1 The Role	•			
1.2 Accountabilities	•			
1.3 Ethics	•			
1.4 History and Development of the Position				•
<b>2. The Treaty of Waitangi</b>				
2.1 The Articles of the Treaty of Waitangi	•			
2.2 Application of the Principles of the Treaty of Waitangi	•			
2.3 Awareness of the Rights and Expectations of Tāngata whenua		•		
2.4 Appreciation of tikanga Māori			•	
<b>3. The Health Sector and Standards</b>				
3.1 The Sector		•		
3.2 Policy		•		
3.3 Standards	•			
3.4 Historical Perspective			•	
<b>4. Models of Health, Illness and Treatment</b>				
4.1 Conventional Models	•			
4.2 Alternative and Complementary Models	•			
4.3 Māori Models	•			
4.4 Other Cultural Models		•		
4.5 Promotion		•		
4.6 Prevention		•		
<b>5. The Consumer Movement</b>				
5.1 History		•		
5.2 Culture		•		
5.3 Structure		•		

**6. Recovery**

	Core	Recommended	Practiced	Desirable
6.1 Principles	•			
6.2 Approach		•		
6.3 Services and Systems		•		

**7. Community Awareness and Alliances**

7.1 Awareness of Cultural Diversity	•			
7.2 Interagency Collaboration		•		
7.3 Community Resources				•
7.5 Discrimination	•			

**8. Legislation**

8.1 General Legislation		•		
8.2 Specific Legislation	•			

## Skills

	Core	Recommended	Practiced	Desirable
<b>1. Management</b>				
1.1 Leadership				
1.2 Project Management				
1.3 Conflict Resolution				
<b>2. Personal</b>				
2.1 Professionalism				
2.2 Self Management				
2.3 Ethics				
<b>3. Professional</b>				
3.1 Systemic Advocacy				
3.2 Organisational Vision and Strategies				
3.3 Continuous Quality Improvement				
3.4 Evaluation				
3.5 Learning Presentations				
3.6 Interviewing				
3.7 Facilitation				
<b>4. Communication</b>				
4.1 Written				
4.2 Verbal				
4.3 Interpersonal Skills				
4.4 Networking				
<b>5. Organisational</b>				
5.1 Administration				
5.2 Information Technology				
5.3 Drivers License				