

Eastern Health

POSITION DESCRIPTION

Position Title:	Lived Experience Family Carer Peer Support Worker
Award Classification:	Lived Experience Level 2
Award / Agreement Name:	Victorian Public Mental Health Services Enterprise Agreement 2020-2024
Position Reports to:	Manager of Lived Experience Workforce

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population, and healthcare needs.



1. POSITION PURPOSE

Eastern Health recognises the transformative positive impact embedding Lived Experience has on our services and most importantly the people who use our services. Our Lived Experience Workforce provides a resource for change by offering a unique expertise that cannot be replicated by professionals who have not personally experienced mental health challenges or provided support to those with these experiences. Our Lived Experience Workforce (LEW) is a non-clinical workforce working within a range of clinical teams such as Crisis Assessment Treatment Teams, Acute Inpatient Units, Emergency Departments, Community Teams and Rehabilitation services across our Mental Health & Wellbeing Program to deliver structured peer support to families and carers that have a relative or friend receiving care from our services to ensure that the unique needs of families and carers are understood and supported.

Our workforce understands the complexity of clinical work and complements other disciplines such as nurses, psychiatrists, and allied health working collaboratively as a vital member of our diverse team.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Convey and inspire optimism and hope utilising peer support frameworks that empowers families and carers within the MHWP. Through the provision of workshops, groups, and individual peer support you will provide time-limited peer supports and referral pathways for ongoing peer support as needed.
- Work within appropriate boundaries and draw on knowledge and expertise gained through reflection on own lived experience.
- Support family and carers to advocate for their needs including orientation, navigation, and discharge preparedness.
- Provide education and guidance on self-care practices.
- Work within appropriate boundaries and draw on knowledge and expertise gained through reflection on own lived experience.
- Provide feedback and advice to multidisciplinary team members regarding perspectives unique to family and carers.
- Engage with the multidiscipline team in identifying opportunities for providing carer support.
- Identify and develop further peer support activities by continuing to demonstrate the uniqueness of family/ carer peer support role within the service.
- Provide supervision to a growing cohort of Cert 4 Mental Health Peer Work students completed placement within our service.
- Willingness to support new Lived Experience workers as part of their orientation.

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, particularly those related to Occupational Violence, Manual Handling and Slips, trips, and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical, and timely education should direct, facilitate, enhance, and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem-solving approach and to be competency based.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards, and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually based on the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed, and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers, and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

Essential

- Lived experience supporting someone experiencing mental health challenges, extending to lived experience of providing this support in the context of the public or private mental health system.
- In-depth understanding of your own recovery and wellbeing process and demonstrated willingness to engage in recovery and wellbeing supports where appropriate to ensure the delivery of the peer support worker role effectively and safely.
- Be able to articulate the guiding principles, values, and ethics of peer support work.
- Ability to support families and carers of individuals who have complex mental health challenges within challenging clinical environments.
- Willingness to work within the requirements of the Mental Health Act.
- Willingness to support the development and / or facilitation of group activities.
- Provide supervision to a growing cohort of Cert 4 Mental Health Peer Work students completed placement within our service.
- Willingness to support new Lived Experience workers as part of their orientation.
- Sound work practice and planning skills, the ability to manage time and workforce demands by balancing the needs of the service and the service user.
- Ability to balance both service and family and carer needs.
- Ability to use Microsoft applications in an office setting.
- Highly developed organisational, interpersonal and communication skills (written and verbal) with an ability to communicate warmly and effectively with all stakeholders to build relationships and maximise opportunity for positive outcomes.
- Ability to travel between sites as required.

Highly desirable

- Formal qualifications are not mandatory for this role but may be helpful and include Certificate IV in Peer Work or completion of Intentional Peer Support (IPS) training.
- An understanding of rights and legislation affecting the mental health sector.
- Awareness of current issues and directions in public mental health and knowledge of the mental health system, including a willingness to learn about the Recovery Framework and other strategic directions.
- Strong passion to improve public mental health services.
- Demonstrated ability to build and maintain networks and working relationships.
- An understanding of the diversity of the cultural and linguistic backgrounds of our community (including Aboriginal and Torres Strait Islander people), and the impact this has on consumers' and carers' experiences of mental ill health and recovery.

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways. Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au