

Eastern Health

POSITION DESCRIPTION

Position Title:	Senior Carer Peer Worker Brief Intervention Team (BIT) – incorporating HOPE
Award Classification:	Lived Experience Worker, Level 3, Years 1- 4 (Classification MP36 – 39)
Award / Agreement Name:	Victorian Public Mental Health Services Enterprise Agreement 2020 - 2024
Position Reports to:	Line: Manager, Lived Experience Workforce Adult & Older Adult Operational: Through Team Leader, Brief Intervention Team (incorporating HOPE) to Service Manager, BIT Teams Professional: Relevant Peer Perspective / discipline.

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

The Consumer and Carer/ Lived Experience Workforce is an integral component of the Mental Health and Wellbeing Program. The Senior Carer Peer Worker offers group and individual peer support to people who are considered carers or family by people who use mental health and wellbeing services. The position maintains a leadership role for Carer Peer Support Workers within the Brief Intervention team (BIT), incorporating the HOPE (Suicide Prevention) stream of care. A key component of the role is to provide supervision and leadership to carer peer workers to ensure best practice and consistency in peer support interventions within a carer/family, recovery oriented framework to family/ carer/ supporters of people referred to the BIT team.

The Senior Carer Peer Support Worker in the BIT, in collaboration with other team members and leadership will utilise relevant and evidence based models for the loved ones/carers/chosen families of people referred to BIT to:

- Facilitate the improvement of the mental health and wellbeing service responsiveness for loved ones/carers/chosen families of consumers as they move towards their desired outcome in their recovery journey.
- Support family/ carer/ chosen family to be involved in decision making about their own care and support needs to enhance their wellbeing and thus support the recovery journey of the consumer.
- Contribute to the expansion of the BIT incorporating HOPE (Suicide Prevention).
- Provide supervision and leadership to the BIT Lived Experience Carer Peer workers.
- Provide a focal point for other peer workers to work alongside loved ones/carers/chosen families of people who might be experiencing multiple mental health struggles. This may include the person having attempted, experienced thoughts of suicide or psychological distress; and to support those people towards their desired outcome.
- Work with partner organisations to support capacity building in mental health and wellbeing including suicide prevention for loved ones/carers/chosen families affected
- Identify and participate in evaluation opportunities.

Key relationships include:

Internal	External
<ul style="list-style-type: none">• Associate Program Director, Lived Experience, Mental Health & Wellbeing Program• Manager, Lived Experience Workforce, Adult & Older Adult• Team Leaders – Lived Experience Workforce, Adult and Older Adult• Team Leaders – Brief Intervention Team (incorporating HOPE)• Senior Consumer and Carer Peer Workers• Consumer Consultant/Advisors• Carer Consultant /Peer Support Workers• Service Managers / Nurse Unit Manager• Box Hill BIT and Maroondah BIT Teams	<ul style="list-style-type: none">• External carer peer support workers• Community Service organisations• State-wide HOPE Peer Support Community of Practice• Tandem and Carer Lived Experience Workforce (CLEW) network• Centre for Mental Health Learning

This position may involve occasional extended hours work.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Including those mentioned in Position Purpose:

- Guide, orientate, supervise and mentor Carer Lived Experience Workers Level 1 and 2.
- Using an Intentional Peer Support (IPS) framework, provide effective and regular supervision, and lead co-reflection for carer peer workers employed within the service
- Contribute to the establishment of learning and development plans for carer peer workers
- Identify training and service development needs for peer support workers
- Contribute to the review and development of resources and supports related to supervision plans, mentorship, adequate resourcing to provide services, peer spaces, access to supports, reasonable adjustments for peer workers' self-care and wellbeing.
- Identify and participate in evaluation and opportunities for research related to suicide prevention and reduction including monitoring the evaluation framework for HOPE streams in BIT.
- Engage and work collaboratively with other members of the mental health and wellbeing program, including clinicians, consumer/carers/peer workforce, Psychosocial Engagement and Family Support Workers and advisory groups.
- Provide one to one/or and group peer support to carers, family and loved ones in community settings, using personal lived experience to provide a model of hope and recovery, including direct, telehealth and telephone based support.
- Assist carers, family and loved ones in their role to enhance their wellness planning to help gain a sense of control and empowerment over their lives by building on strengths and resources. This can include understanding their best hopes and desired outcomes.
- Maintain accurate records, statistical data and reports as required.
- Participate in team/departmental meetings and other organisational meetings as required
- Have input to professional development and training of staff and students
- Understanding and use of the Carer Support Fund to assist carers in their caring role
- Identify people at risk of suicide, mental health challenges and psychological distress and in collaboration with mental health clinical staff connect those people at risk to relevant supports at time of identification and at times of increased need.
- In collaboration, contribute to the development and review of consumers discharge plans to address carer's needs that impact on discharge from BIT.
- Participate in ongoing development of the service streams.
- Work collaboratively as a key member of the BIT to develop and maintain processes that support the BIT model of care
- Work collaboratively with Community Mental Health Services and other NGO's, as appropriate, in recovery and wellness planning.
- Encourage and support carers to re-establish, maintain or build connections with their community to support their wellbeing and the consumer's recovery.
- Participate in handover, clinical review, and other meetings as relevant.
- Facilitate and support carer's access to feedback processes including complaint resolution processes, provision of compliments with respect to carer satisfaction and experiences, completion of survey tools and development of service responses to feedback received.
- Maintain accurate records on carer contact, for the purposes of monitoring and evaluation.
- Identify and participate in evaluation and opportunities for research related to suicide prevention and reduction including monitoring the evaluation framework for HOPE streams in BIT.
- Comply with and contribute to the further development of information and reports on the activity and outcomes of the service.
- Attend supervision and peer meetings as required, including Peer Support Reflective Practice.

- Contribute to quality improvement, policy and program development in the Mental Health & Wellbeing Program from a carer perspective using lived experience.
- Take responsibility in managing own learning needs.
- Participates in performance development processes (Achieve conversation).
- Comply with mandatory and other identified training requirements specified by Eastern Health and maintain accurate documentation of evidence of this training and professional development undertaken.
- Actively participate in professional development activities that include: clinical supervision; attendance at workshops and seminars; as well as maintaining an up-to-date knowledge of contemporary peer recovery interventions in mental health
- Exhibits a working knowledge of the relevant Accreditation Standards adhering to organisational standards and practice guidelines relative to the mandates of the National Standards.
- Maintain accurate records, statistical data and reports as required.
- Participate in team/departmental meetings and other organisational meetings as required
- Have input to professional development and training of staff and students

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, in particular 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.

You are expected to participate in the personal development process on an annual basis.

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.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of

adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

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 on the basis of 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

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Essential

- Lived experience as a carer/ family/ loved ones who has supported someone who has used a public mental health service.
- Demonstrated understanding and empathy of the broad impact of mental ill health on people experiencing this and their carers/families, and of the evidence base for inclusive, family sensitive and recovery oriented practice.
- Experience in a mental health lived experience role
- Experience and capacity in the leadership of Lived Experience staff
- Understanding of the relevant legislation (including Mental Health and Wellbeing Act 2022) and frameworks for recovery oriented practice on working in mental health and with consumers, carers and families
- Knowledge of the issues and struggles arising for people experiencing co-occurring mental health and substance use challenges and the effect on carers, family and loved ones.
- Demonstrated skills in providing support to the carers, family and loved ones of a person experiencing mental ill health or psychological distress within a demanding work environment.
- Sound understanding of Peer Workforce values relating to consumer rights, carer rights, self-help and recovery movements spanning mental health and/or addiction.
- Understanding and appreciation of the principles of recovery, including social connectedness, holistic care provision and peer based examples of wellness
- Ability to liaise, consult and work with a broad range of people who access mental health and wellbeing services, carers/families, health professionals, community agencies and organizations
- Demonstrated ability to build and maintain networks and working relationships.
- Ability to work within a multidisciplinary team.
- Well-developed interpersonal, communication and negotiation skills.
- Well-developed written and presentation skills.
- Ability to work unsupervised and to prioritise tasks to meet deadlines and schedules as required.
- Demonstrated organisational skills, including time management and working to agreed processes.
- Demonstrated knowledge and proficiency in computer skills
- A satisfactory Police Check & Working with Children's Check is required prior to appointment.

Desirable

- Experience in supervision of Lived Experience staff
- Experience in staff education and training.
- Training in Intentional Peer Support
- Delivery of Intentional Peer Support
- Certificate IV in Mental Health Peer Work
- Drivers licence
- Understanding of the Solution Focused approach adopted by BIT and HOPE teams at Eastern Health

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. 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