



Health Far West Local Health District

POSITION DESCRIPTION

Reference Number :	385972		
Recruitment Type	Bulk Recruitment		
Position Number :			
Position Title :	Consumer Engagement Coordinator		
Cost Centre :	Cost Centre	Code	%
	MHS Counselling Services	830555	100
Organisation unit :	Far West Local Health District		
Location :	Broken Hill		
Facility :	MENTAL HEALTH		
Award Classification :	Health Managers (State) Award-Health Mgr Lvl 1		
Registration/ Licence Requirements :	Not Applicable		
Vaccination Category :	A		
Employment Screening Check			
National Criminal Record Check :	Yes		
Working With Children Background Check :	Yes		
Working With Aged Care Check :	No		
Responsible To :	Operational: Family & Carer Mental Health Coordinator		
	Professional: Peer network / other as dependent on qualifications		
	The Consumer Engagement Coordinator will participate in Studer processes, including an annual Performance and Development Plan, 90 Day Goals, rounding and Monthly Accountability Meetings.		
	<ul style="list-style-type: none"> • Advocating for and enabling the consumer perspective to be included in all aspects of MHDA service planning, delivery, education and resource development. • Communicating the broad views of consumers to the MHDA Service and other relevant agencies. • Supporting consumers as active members of the Consumer and Carer Action Group (CCAG). 		

Responsible For :	<ul style="list-style-type: none"> ● Monitoring and overseeing Your Experience of Service (YES) Questionnaire, including facilitation of action and change process with the clinical teams. ● Working with all MHDA managers to align services with the National Framework for Recovery Orientated Mental Health Services and the Living Well Strategic Plan for Mental Health in NSW 2014 – 2024. ● Working with MHDA staff to promote understanding of current and national mental health policies and strategic directions regarding consumer participation at all levels of service engagement.
Purpose Of Position :	<p>As a member of a multi-disciplinary team, and in conjunction with visiting specialists and service partners, this position is responsible for the implementation and facilitation of consumer engagement and consultation processes to inform the direction and practice of the MHDA Service across the FWLHD.</p> <p>The position will also facilitate and provide education to MHDA staff and general health service staff on the consumer perspective in relation to MHDA service provision.</p> <p>The position will work across all MHDA Services and be part of a division of senior MHDA staff.</p> <p>Duties include consultation/liaison, capacity building, partnership development, education and training, mental health promotion, prevention and innovative practice in rural communities with a focus on the lived experience of MHDA consumers. An active early intervention and recovery approach to care underpins all work.</p> <p>Regional travel is a component of this position.</p> <p>It is expected that the position holder will take part in regular supervision/mentoring sessions and become part of a local peer network.</p> <p>The role will:</p> <ul style="list-style-type: none"> ● Advocate for and enable the consumer perspective to be included in all aspects of MHDA service planning, delivery, education and resource development. ● Assist in aligning MHDA Services to consumer needs. ● Communicate the broad views of consumers to the MHDA Service and other

relevant agencies.

- Be responsible for implementing, leading and monitoring YES Questionnaires and facilitate the action and change process with MHDA teams.
- Participate in MHDA staff clinical reviews representing the recovery focus, lived experience and promoting links with appropriate support services.
- Work collaboratively with MHDA managers and within a multidisciplinary service framework.
- Co-facilitate CCAG in partnership with Family, Carer and Partnerships Coordinator.
- Provide consultation and support for community and inpatient MHDA Services.
- Be actively involved in the Connections Project – a partnership project between MHDA, Mission Australia and Grow.
- Support the planning and coordination of integrated service delivery across the District and program area.
- Coordinate peer workforce development needs.
- Develop consumer networks between MHDA Services and relevant state-wide networks and NGOs such as Being (Mental Health and Wellbeing Consumer Advisory Group) and the MH Branch State-wide Peer Workers group.

There are 7 major domains with core functions identified:

1. Leadership

- Provide strong leadership and advocacy in the area of MHDA consumer consultation and participation throughout the MHDA service.
- Promote and advocate for recovery focussed care and treatment with internal and external service providers as well as the general community.
- Uphold the principles of ethical practice and professional conduct.
- Foster a culture of enquiry and questioning about the practice of MHDA recovery focussed care for all MHDA consumers.
- Be an exemplary role model for recovery focussed practice.
- Inspire, motivate and support others to achieve their potential.
- Participate in regular MHDA division meetings and other forums as deemed appropriate to the role.

2. Service Provision

- Work with MHDA Clinical Team Leaders/Managers to integrate consumer consultation and participation into all mental health clinical service delivery areas.
- Support, develop and implement strategies to engage, obtain and represent consumer views, experiences and feedback – with a focus on the Consumer and Carer Action Group and the YES Questionnaire.
- Promote delivery of MHDA Services to ensure continuity of care for the best possible consumer journey between care settings, both community and inpatient, across the district.
- Promote consumer rights and responsibilities.
- Attend clinical and administrative meetings as required (including district and state).
- Ensure reliable information on MHDA issues, medication, local services and other relevant matters is available for consumer use (in collaboration with CCAG).
- Be actively involved in the development and delivery of health promotion activities - Mental Health month (October) is a priority health promotion activity.
- Advocate for person-centred, culturally appropriate services for diverse consumers (Aboriginal, youth, LGBTI, older persons, comorbidity etc).

Key Accountabilities :

3. Service Development

- Promote innovation.
- Provide a coordinated approach to consumer needs which includes identification of service gaps and areas for improvement and strategies to implement appropriate response.
- Work with CCAG on their yearly plan which should include some of the gaps and strategies identified above.
- Initiate and develop models of consumer consultation and participation, including the methods of integration into MHDA clinical and organisational areas, working in partnership with the Family & Carer Mental Health Coordinator.
- Encourage and promote the involvement of consumers and their families/carers in the development and review of MHDA service delivery.
- Be actively involved in the development and maintenance of Quality Programs and in regular accreditation activities.

4. Professional and Workforce Development

- Complete an annual Performance and Development Plan and actively participate in performance review and development plan processes in line with FWLHD policy.
- Attend mandatory and in-service training programs.
- Maintain knowledge of contemporary MHDA service delivery and policy directions.
- Actively participate in and provide mentorship, support and guidance to Peer Support Workers and CCAG members (as appropriate).

5. Community Development

- Maintain a positive image of and promote MHDA Services for consumers, families and carers, the general community and other service providers.
- Form professional partnerships with MHDA service staff and other relevant community agencies.
- Develop and maintain community networks and provide input and education to relevant forums as agreed by line manager.
- Be actively involved in the development and delivery of health promotion activities (particularly MH Month).
- Promote the importance of consumer consultation and participation with MHDA services.

6. Documentation and Administration

- Maintain statistical data in the appropriate platform and provide reports as required.
- Be aware of and maintain the appropriate documentation utilised for clinical and administrative purposes as appropriate to the role.
- Comply with NSW Health Policy Directives and FWLHD Policies.
- Comply with directives in relation to accurate use of IMMS complaint processes and disaster/community incident protocols.
- Follow reasonable direction.

7. General

- Maintain confidentiality by ensuring no information concerning consumers or Local Health District business is divulged or discussed with persons outside the Service or within the Service if the person is not involved in the treatment of the consumer or the business.
- Be familiar with the contents of the NSW Health Code of Conduct and observe its provisions.
- Be familiar with and undertake responsibilities regarding children, young people and their families in accordance with Child Protection policy and legislation including Mandatory Reporting requirements and seek training, support and supervision as required.
- Demonstrate an awareness of and commitment to safe work practices.
- Overnight travel within both the district and state is a requirement of this position.

	<p><i>All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.</i></p>
<p>Challenges/Problem Solving :</p>	<p>Challenges for the Consumer Collaboration Coordinator include:</p> <ul style="list-style-type: none"> ● Promoting opportunities for consumer input and consultation at every level of the service. ● Maintaining personal resilience and mental wellbeing while working with emotionally challenging and complex situations. <p>Presenting your own lived experience of recovery and the MHDA service in a positive light, including knowing when it is relevant to share your recovery story.</p>
<p>Communication :</p>	<p>The Consumer Collaboration Coordinator will:</p> <ul style="list-style-type: none"> ● Be required to prepare formal briefings and reports to the Director MHDA in relation to the program area on a regular basis and as contentious issues arise. ● Conduct consultations with consumers in both community and inpatient settings to identify service gaps, issues and needs. ● Participate in networks, forums and committees at a district and state level appropriately and communicate relevant information across the MHDA Services so that optimal benefits are gained by this participation. ● Be required to use virtual mediums of communications including video-conferencing and net-meeting technologies. ● Participate in policy review to ensure that policies reflect current state and national strategic directions for consumers and that 'a better consumer journey' remains at the heart of all policy development.
<p>Decision Making :</p>	<p>The Consumer Collaboration Coordinator will:</p> <ul style="list-style-type: none"> ● Be required to demonstrate effective and timely communication and decision making skills in relation to escalating situations, in consultation with their operational and/or strategic manager. <p>Contribute to collaborative models of decision making in relation to care for people with mental illness/disorder and/or drug and alcohol problems where appropriate.</p> <ul style="list-style-type: none"> ● In collaboration with the Director and senior managers, contribute to a consistent district wide approach to consumer participation. ● Make appropriate decisions based upon state and national plans and evidence based practice guidelines.

Selection Criteria :	Selection Criteria
	Ability to use your lived experience of mental health recovery in a positive and purposeful way to inspire consumers, staff and external partners.
	Ability to present MHDA services and practitioners in a positive light to consumers and the community.
	Demonstrated knowledge of the range of issues that may confront consumers of mental health services, including a demonstrated understanding of the principles of recovery and current state and national mental health policies and strategic directions.
	Ability to work collaboratively with MHDA managers and staff to implement contemporary mental practice directions and changes recommended by consumer feedback (including YES Questionnaires and CCAG).
	Demonstrated interpersonal and leadership skills, including ability to work as part of a team, build professional relationships, negotiate with senior MHDA staff and with consumers and staff of the service.
	Demonstrated ability to adhere to the defined standards of ethical and professional conduct consistent with the current NSW Health Code of Conduct and/or relevant professional standards where applicable.
	Demonstrated capacity to undertake strategic planning and project management, including the ability to write succinct, Plain English reports, plans and policy documents with demonstrated written, verbal and computer skills, including competency in Microsoft Office
Evidence of a current NSW drivers licence and ability and willingness to travel for work purposes.	
Staffing :	N/A
Budget :	N/A
Financial Delegation:	N/A

JOB DEMANDS CHECKLIST

Physical Demands	
	Frequency
Sitting - remaining in a seated position to perform tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Infrequent
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Not Applicable
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Not Applicable
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Not Applicable
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Not Applicable
Kneeling - remaining in a kneeling posture to perform tasks	Not Applicable
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Not Applicable
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Not Applicable
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Infrequent
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Not Applicable
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Not Applicable
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Not Applicable
Reaching - Arms fully extended forward or raised above shoulder	Not Applicable
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Not Applicable
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Not Applicable
Hand & Arm Movements - Repetitive movements of hands and arms	Frequent
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Not Applicable
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving - Operating any motor powered vehicle	Infrequent
Sensory Demands	
	Frequency

Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	Constant
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Frequent
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Not Applicable
Taste - Use of taste is an integral part of work performance e.g. Food preparation	Not Applicable
Touch - Use of touch is an integral part of work performance	Not Applicable
Psychosocial Demands	
	Frequency
Distressed People - e.g. Emergency or grief situations	Infrequent
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Infrequent
Unpredictable People - e.g. Dementia, mental illness, head injuries	Infrequent
Restraining - involvement in physical containment of patients / clients	Not Applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Not Applicable
Environmental Demands	
	Frequency
Dust - Exposure to atmospheric dust	Infrequent
Gases - Working with explosive or flammable gases requiring precautionary measures	Not Applicable
Fumes - Exposure to noxious or toxic fumes	Not Applicable
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Not Applicable
Hazardous substances - e.g. Dry chemicals, glues	Not Applicable
Noise - Environmental / background noise necessitates people raise their voice to be heard	Not Applicable
Inadequate Lighting - Risk of trips, falls or eyestrain	Not Applicable
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not Applicable
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Not Applicable
Confined Spaces - areas where only one egress (escape route) exists	Not Applicable
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Not Applicable
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Not Applicable
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Not Applicable
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Not Applicable

As the incumbent of this position, I confirm I have read the Position Description and Job Demands Checklist, understand its content and agree to work in accordance with the requirements of the position.

Employee Name: _____

Employee Signature _____ Date: _____

Manager's Name: _____

Manager's Signature _____ Date: _____