

NORTH WESTERN MENTAL HEALTH

Position Description

Position title:	Consumer Peer Support Worker – Post Discharge Support
Portfolio/service:	Post Discharge Support Program
Location:	North West Area Mental Health Service – Broadmeadows Adult Inpatient
Reports to:	North West Area Mental Health Service
Award:	Victorian Public Mental Health Services Enterprise Agreement 2012-2016
Classification:	YD6-9
Date of Review:	May 2017

Melbourne Health is Victoria's second largest public health service, employing over 8,900 staff and managing over 1,400 beds. We provide comprehensive acute, sub-acute, general, specialist medical and mental health services through both inpatient and community based facilities through the following services: The Royal Melbourne Hospital – City Campus, The Royal Melbourne Hospital – Royal Park Campus, North Western Mental Health, and The Doherty Institute for Infection and Immunity. We provide one of the two adult major trauma services to the state of Victoria.

Melbourne Health provides services to the culturally diverse communities of northern and western metropolitan Melbourne, as well as providing general and specialist services to regional and rural Victorians as a tertiary referral service. All Melbourne Health services provide person-centred care. This ensures that the care received is timely, patients and family/carers are treated with respect, and that effective communication occurs with patients and family/carers about all aspects of care.

NorthWestern Mental Health

NorthWestern Mental Health (NWMH) provides comprehensive, integrated range of services to people with a mental illness in North-Western Melbourne. A multi-disciplinary workforce of 1,800 staff provides services through four Area Adult Mental Health Services (Mid West, Inner West, North West and Northern), and Aged Persons' Mental Health Program and a Youth Mental Health Service – ORYGEN Youth Health.

NWMH operates in partnership with two other metropolitan health services; Northern Health and Western Health.

Melbourne Health's Vision

To be the first in Care, Research and Learning.

Melbourne Health's Values

- **Caring** – We treat everyone with kindness and compassion
- **Excellence** – We are committed to learning and innovation
- **Integrity** – We are open, honest and fair
- **Respect** – We treat everyone with respect and dignity at all times
- **Unity** – We work together for the benefit of all

Our Priorities

Melbourne Health Strategic Plan 2015-2020 – Transforming Health is our plan for the future – one which we are committed to achieving together.

This position contributes to the achievement of the six Strategic Priorities, articulated in the plan:

1. Care and Outcomes
2. Patient and Consumer Experience
3. Innovation and Transformation
4. Workforce and Culture
5. Collaboration
6. Sustainability

Position Summary for Consumer Peer Support Worker – Post Discharge Support

The Victorian Department of Health and Human Services (DHHS) has provided program funding until June 2018 for the expansion of post discharge support by peer workers. The purpose of this role is to provide peer support to consumers admitted to the acute mental health inpatient unit who are at risk of readmission after discharge. The objectives of the Expanding Post Discharge Support Program are to:

- Achieve safe, co-ordinated and streamlined transition for consumers from an acute mental health inpatient setting to the community;
- Support people to establish /re-establish themselves in a community environment, including helping them access the range of community supports they need;
- Build understanding of the effectiveness of the role of the peer workforce in clinical mental health services;
- Maximise recovery and resilience; and
- Minimise the risk of re-admission to an inpatient unit within 28 days.

Key Accountabilities

This position requires a clear and readily articulated understanding of the values and practices of the consumer movement in mental health, which seek to be inclusive and respectful of consumers' views and honour the 'lived experience' of consumers.

The role of Consumer Peer Support Worker – Post Discharge Support is to utilise the principles of peer support in order to:

- Assist in the identification of consumers admitted to the acute mental health inpatient unit who are at risk of readmission after discharge (with the emphasis on preventing re-admissions within 28 days of discharge);
- Contribute to effective discharge planning including establishing peer worker/consumer contacts both during and after the inpatient stay;
- Assist consumers to identify their support needs and focus on their personal recovery;
- Support the development of consumers' recovery and wellness plans;

- Provide support and information provision in an accessible and timely manner about rights, responsibilities, and rehabilitative opportunities;
- Provide supports aimed at facilitating meaningful community engagement, sustaining and strengthening caring relationships;
- In collaboration with clinicians help secure accommodation, make referrals, follow up and provide direct support;
- Assist consumers to engage in problem-solving and gain more confidence in self-advocacy;
- Refer consumers to community programs and support networks, or other possible social resources, as appropriate;
- Contribute to the maintenance of information about services and resources relevant to consumers, including updated information, such as new laws, services or programs;
- Work collaboratively with all staff; and
- Demonstrate sensitivity to diversity issues (CALD, gender, age, sexuality, etc).

Role management for Consumer Peer Support Workers includes:

- Abiding by the policies of DHHS, MH and NWMH (eg. with respect to privacy, documentation, data requirements, OH&S, etc);
- Organising and managing the flow of post discharge consumer peer support work;
- Compliance with professional standards, ethics, boundary requirements which apply to all mental health + service staff;
- Being prepared to work flexible hours, including weekends, where considered appropriate by line manager;
- Being prepared to work across multiple work sites;
- Contribute to staff development;
- Contribute to the development and review of policies and procedures relevant to the role;
- Participate in regular individual and group supervision and support activities;
- Participate in mandatory training; and
- Develop an Annual Personal Development Plan with your line manager.

NWMH also encourages the you to develop an Advance Statement/Wellness Plan for the role, in collaboration with your supervisor or line manager. This would allow your own preferences to be included in your treatment and care, in the event you became very unwell.

Key Performance Indicators

Your performance at Melbourne Health will be measured through your successful:

- Demonstration of Melbourne Health values, being a role model for living the values;
- Collaboration with and engagement of others to achieve outcomes – your demonstration of a team based approach to your work;
- Successful completion of required training activities, including mandatory training and training related to the National Standards;
- Participation in the development and implementation of the annual Melbourne Health and portfolio specific business planning process (if required);
- Ability to operate within allocated budget (if required);
- Achievement of Melbourne Health and specific KPI targets as they apply to your area of responsibility;
- Participation in and satisfactory feedback through the annual performance review process;
- Ability to take accountability for all reasonable care to provide a safe working environment within your area of responsibility and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity.

Relationships

Internal

- Lead Inpatient Psychiatric Consultant
- Nurse Unit Manager
- Discharge Co-Ordinator/s
- Key clinicians

- Community/continuing care team
- Evaluation and Service Improvement Co-Ordinator
- Health Information Manager
- Executive Assistant to Director of Clinical Services and Area Manager
- Administration staff
- Other Consumer and Family/Carer Consultants and Peer Support Workers
- Consumer Advisor and Carer Advisor

External

- Local community supports, e.g. MHCSS, employment agencies, etc.
 - Consumer peak body – Victorian Mental Illness Awareness Council (VMIAC)
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Key Selection Criteria

Essential

- To have been / or be a first-hand user of mental health services; and to be willing to honestly ask oneself / or take advice about one's genuine capacity to withstand the likely rigours of this often challenging role.

Highly Desirable

A Consumer Peer Support Worker provides direct-care services to consumers / service users drawing upon their own 'lived experience' of mental illness and a range of appropriate knowledge and skills.

A Consumer Peer Support Worker would have:

- The ability to use knowledge and skills arising from a 'lived experience' of having been a consumer /user of mental health services;
- Well-developed communication and interpersonal skills, including the ability to consult, liaise and work collaboratively with consumers, carers, and service staff;
- An ability to work independently in an organised manner and to be able to be a good team player when required;
- An understanding of current Victorian mental health service systems of service delivery and issues, including clinical and community systems (e.g. MHCSS);
- Commitment to working with consumers, service providers and family/carers to participate in direct service provision and contribute to the improvement of mental health services for consumers and their family/carers;
- Formal qualifications with relevance to Consumer Peer Support work. Such qualifications would be well regarded but are not compulsory at present and may include a wide range of disciplines, for instance, in health and community services subjects, teaching, nursing, Certificate IV in Mental Health (Non-Clinical) Community Development, Certificate IV in Mental Health (Peer Work), and/or Intentional Peer Support Training;
- Computer literacy in Microsoft Word, Excel and Outlook;
- Problem solving and conflict resolution skills; and
- Effective stress management skills.

Desirable

- Current driver's licence
- A 'second' language

This position is for a fixed term of approximately two years, until 30 June, 2018.

Work Environment

Health Safety and Wellbeing Responsibilities

Melbourne Health endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

- Take reasonable care for their own safety and that of anyone else that could be affected by their actions;
- Speak up for safety – the safety of patients, consumers, colleagues and visitors;
- Accept responsibility for ensuring the implementation of health and safety policies and procedures; and
- Fully co-operate with Melbourne Health in any action it considers necessary to maintain a working environment which is safe and without risk to health.

General

Melbourne Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace.

Melbourne Health is a smoke free environment.

Acceptance

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that Melbourne Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

...../...../2017
Employee Signature

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Employee Name (please print)