

POSITION DESCRIPTION

DATE REVISED:	1 st August 2017
POSITION:	Family/Carer Peer Support Worker, Neurodevelopmental Stream, CYMHS
AWARD/AGREEMENT:	Community Development Worker –, generous superannuation
CLASSIFICATION TITLE:	Community Development Worker Class 2B Yr 1
DEPARTMENT/UNIT:	Alfred Child and Youth Mental Health Service (CYMHS)
CLINICAL PROGRAM:	Psychiatry
DIVISION:	Operations
REPORTS TO:	Manager Family Peer Support Program Alfred CYMHS/headspace
CLINICAL ACCOUNTABILITY TO:	Principal Psychiatrist, Alfred CYMHS
OPERATIONALLY ACCOUNTABLE:	Team Leader Neurodevelopmental Stream, Alfred CYMHS
WORKS IN COLLABORATION WITH:	Staff, clients, their families, community service providers, primary carer services, consumer and carer groups, other health professionals and service networks.

ALFRED HEALTH

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities, The Alfred, Caulfield, and Sandringham.

Further information about Alfred Health is available at www.alfredhealth.org.au

OUR VALUES

Our staff are expected to demonstrate and uphold our values of:

Integrity, Accountability, Collaboration and Knowledge.

Our values provide the platform for the way we work and the decisions we make. Through this approach, our Vision and Mission are achieved.

ALFRED PSYCHIATRY-PROGRAM, DEPARTMENTS & UNITS

Alfred Health provides specialist clinical care to people with severe mental illness residing in South Eastern metropolitan Melbourne. The Alfred Health Psychiatry Program (Alfred Psychiatry) comprises three departments, namely:

Adult Psychiatry, made up of three units:

Inpatient Unit (IPU), including the Intensive Care Statewide Service (APICSS).

Community & Rehabilitation, including PARC & CCU

Consultation-Liaison & Emergency Psychiatry

Child & Youth Mental Health Service and headspace (CYMHS)

Monash-Alfred Psychiatry Research Centre (MAPrc), in partnership with Monash University, Swinburne University & Healthscope.

Aged Psychiatry Services at Caulfield Hospital are managed within the Rehabilitation, Aged & Community Care (RACC) Program and with discipline and operational links to Alfred Psychiatry.

The single most important goal of Alfred Psychiatry is to create an environment that facilitates clinical recovery, supports individual recovery efforts and strives to minimise service system barriers to the recovery process

ALFRED CYMHS

Alfred CYMHS is one component of the Department of Psychiatry at Alfred Health. It is a community based service that provides comprehensive assessment, treatment and case management to infants, children, adolescents and young people up to the age of 25 years of age presenting with behavioural, emotional, psychiatric or developmental difficulties.

CYMHS provides clinical services in partnership with a wide range of service providers to achieve the best possible outcomes. Alfred CYMHS is committed to active participation by families and young people in evaluating and improving our services. The Neurodevelopmental stream is a 0-25 year service incorporating, neuropsychiatry, developmental assessment and management service and MHIDI- youth. This stream specialises in the overlap between psychiatry, neurology, medicine and disability. The team provides multidisciplinary assessment and case management for children and young people with delays/impairments in several areas of development with additional emotional, social and behavioural problems. The neurodevelopmental team seeks to support families of children and

young people and to prevent secondary psychiatric impairment by means of early detection and management of dual disabilities.

The Mental Health Intellectual Disability – Youth (MHIDI-Y) Initiative which sits within the Neurodevelopmental Stream will address a critical service gap by providing a specialist, community-based mental health assessment and treatment service for people with an intellectual disability and severe mental illness

POSITION SUMMARY

This exciting new position is to deliver one to one, peer to peer support to Carers of Alfred CYMHS clients.

It has been demonstrated that Carers need peer support that respects their lived experience and is able to provide flexible support in their caring role. This position will provide vital peer support and information to mental health Carers within ACYMHS there by complementing the work of the Carer consultant and treating teams

For this exciting and challenging position we are seeking a highly motivated person with a sound knowledge of Carers support issues particularly of dual disability (intellectual disability and mental health issues) to work as a part of the neurodevelopmental stream. Our emphasis is in recovery and utilising the lived experience to support the wellbeing of Carers.

KEY RESPONSIBILITIES

- Provide peer support, aimed at assisting families and to carers of young people with an intellectual disability to support their wellbeing and role as a carer.
- Engage in phone or face-to-face contact with individual carers or families to provide support, reassurance, information and referral.
- Assist families and carers to overcome isolation in their experience of dealing with a relative or friend who has a mental illness.
- Demonstrate appropriate knowledge of referral services, external agencies, carer support groups and education.
- Establish and manage a system for referrals of carers to the peer support worker.
- Uphold the dignity of carers, families and consumers; and respect confidentiality.
- Maintain accurate records on carer contact, for the purposes of monitoring and evaluation of the program.
- Assist in the general review and evaluation of the program.
- Work with staff to advocate and educate them about carer needs and issues.
- Build regional relationships and work collaboratively with carer organisations & clinical services to enhance service reputation & referral rates
- Represent the Peer Support Program as required
- Participate in regular supervision which includes presentation of case reviews, review of caseload; self reflection, and identification of needs
- Informs the Family/Carer Consultant and nominated Manager(s) of duty of care issues
- Share skills and resources and participate in staff meetings, peer support, team building and other activities
- Participate in clinical reviews as required

- Seek support, debriefing and follow up challenging or concerning issues with the Family/Carer Consultant) or other nominated Alfred CYMHS managers

QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives
- Follow organisational safety, quality & risk policies and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Alfred Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF:

- Ensure compliance with relevant Alfred Health clinical and administrative policies and guidelines.
- Comply with relevant privacy legislation.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Alfred Health.
- Comply with Alfred Health medication management and medication safety policies and guidelines.
- In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.
- Research activities will be undertaken commensurate with the role

KEY CAPABILITIES:

Capabilities

- Direct personal experience, as a family member or other unpaid Carer of a person with a mental illness and intellectual disability. The ability to utilise their own experience constructively for the benefit of others.
- Demonstrated understanding of the impact of mental illness on the person with a mental illness and their family and Carers and broader community.
- Demonstrated understanding of peer support models and role.

- Demonstrated commitment to carer advocacy.
- Highly developed communication and interpersonal skills.
- Have the confidence and resilience to work with family stress and crisis.
- Demonstrate a capacity to engage with and work with families and Carers of all cultures, to develop and implement responsive approaches and supports.
- Understanding of mental health services including clinical services and community (PDRSS) services.
- Ability to consult and collaborate with relevant clinical and non clinical staff to achieve positive outcomes for people with a mental illness and their Carers.
- Excellent time management skills.
- Computer literacy in word and outlook.

Mental Health Workforce Capabilities & Priorities

1. RIGHTS, RESPONSIBILITIES, SAFETY AND PRIVACY

Mental health professionals uphold the rights of people affected by mental health problems and mental disorders, and those of their family members and/or carers, maintaining their privacy, dignity and confidentiality and actively promoting their safety.

2. CONSUMER AND CARER PARTICIPATION

Mental health professionals encourage and support the participation of consumers and carers in determining (or influencing) their individual treatment and care.

3. AWARENESS OF DIVERSITY

Mental health professionals practise in an appropriate manner through actively responding to the social, cultural, linguistic, spiritual and gender diversity of consumers and carers, incorporating those differences in their practice.

4. MENTAL HEALTH PROBLEMS AND MENTAL DISORDERS

Mental health professionals are knowledgeable about mental health problems and mental disorders and the co-occurrence of more than one disease or disorder, and apply this knowledge in all aspects of their work.

5. PROMOTION AND PREVENTION

Mental health professionals promote the development of environments that optimise mental health and wellbeing among populations, individuals and families in order to prevent mental health problems and mental disorders.

6. EARLY DETECTION AND INTERVENTION

Mental health professionals encourage early detection and intervention.

7. ASSESSMENT, TREATMENT, RELAPSE PREVENTION AND SUPPORT

Mental health professionals provide or ensure that consumers have access to a high standard of evidenced-based assessment, treatment, rehabilitation and support services which prevent relapse and promote recovery.

8. INTEGRATION AND PARTNERSHIP

Mental health professionals promote the integration of components of the mental health service to enable access to appropriate and comprehensive services for consumers, family members and/or carers through mainstream health services.

9. SERVICE PLANNING, DEVELOPMENT AND MANAGEMENT

Mental health professionals develop and acquire skills to enable them to participate in the planning, development, implementation, evaluation and management of mental health services to ensure the delivery of coordinated, continuous and integrated care within the broad range of mainstream health and social services.

10. DOCUMENTATION AND INFORMATION SYSTEMS

Mental health professionals maintain a high standard of documentation and information systems on clinical interventions and service development, implementation and evaluation to ensure data collection meets clinical, monitoring and evaluation needs.

11. EVALUATION AND RESEARCH

Mental health professionals systematically monitor and evaluate their clinical practice, consistent with the National Standards for Mental Health Services and relevant professional standards to ensure the best possible outcomes for consumers, family members and/or carers.

12. ETHICAL PRACTICE AND PROFESSIONAL RESPONSIBILITIES

Mental health professionals adhere to local and professionally prescribed laws, codes of conduct and practice, and take responsibility for their own professional development and continuing education and training.

QUALIFICATIONS/EXPERIENCE REQUIRED

- Personal experience as a family member of carer of a young person who has used the public mental health system and understanding of the impact of mental health issues and illness on families/carers.
- Demonstrated understanding of the principles of peer support and the ability to utilise own experience constructively for the benefit of others.
- Well developed interpersonal and communication skills both written and verbal.
- Strong organisational skills and proven ability to meet deadlines.
- Ability to present a positive image to the public in keeping with the core values of Alfred Health.
- Knowledge of requirements related to confidentiality and privacy within health services.
- Ability to work closely with a wide variety of families, other carers, staff and relevant groups both internally and externally
- An understanding of the diversity of the cultural and linguistic backgrounds of our community and the impact this has on consumer and carer experiences of mental illness.
- Competency with Microsoft office programs

OTHER RELEVANT INFORMATION

- Hours of work to be negotiated and defined.
- Wages negotiated in accordance to relevant Award conditions and entitlements.
- The Position Specification will be subject to periodic review.
- The Alfred is an Equal Opportunity Employer.
- Current Victorian Driver's License
- Satisfactory completion of a Police Check
- Satisfactory completion of Working with Children Check

Position Description authorised by: Kate Andrews, CYMHS Manager.

Date: 16 August 2017