

Role Description

Job ad reference:	MSM04239518
Role title:	Peer/Recovery Support Workers
Status:	Several temporary part time positions (up to six months, with possibility of extension, one position 38 hours per fortnight, one position 30.4 hours per fortnight, one position 15.2 hours per fortnight) <i>(Future vacancies of a temporary, full time or part time nature may be accommodated within this role)</i>
Unit:	Inpatient Setting
Health Service:	Metro South Addiction and Mental Health Services
Location:	Metro South Hospital and Health Service Princess Alexandra Hospital, Woolloongabba, Logan Hospital, Meadowbrook or Redland Hospital, Cleveland Please note: <i>Appointments to similar/identical future vacancies within various teams at other locations across Metro South Addiction and Mental Health Services may occur through this recruitment process including Logan and Beaudesert Hospitals, Redland Hospital, Princess Alexandra Hospital and surrounding communities</i>
Classification level:	AO3
Salary level:	\$29.89 – \$33.41 per hour
Closing date:	Monday, 8 May 2017 (Applications will remain current for 12 months)
Contact:	Gabrielle Vilic
Telephone:	(07) 3156 9812
Online applications:	www.smartjobs.qld.gov.au If you are unable to apply online, please contact Recruitment Services
Deliver application:	Hand delivered applications will not be accepted

Purpose of the Role

- Assist consumers, carers and families and, service providers and Non-Government Organisations (NGO's) to develop a better understanding of the recovery framework while utilising your lived experience of mental health issues and work toward achieving the best outcomes for consumers.
- Provide consumers with education, information, referrals and support from personal experience of recovery, utilising mental health services and non-government agencies within an inpatient setting.

Staffing and Budget

- This position operationally reports to the Nurse Unit Manager and professionally reports to the Consumer or Carer Consultant.

Your key responsibilities

- Fulfil the accountabilities and responsibilities of this role in accordance with Metro South's purpose and objectives, as outlined below.
- Ensure patients and other staff are treated fairly and with mutual respect and understanding, regardless of cultural, religious, ethnic and linguistic backgrounds.

- Commit to patient safety and quality in the delivery of health care by actively participating in safety and quality practices.
- Staff are expected to be compliant with the timely and accurate input and collection of consumer related demographic information, diagnosis, outcomes collections and provision of service activity into appropriate applications. The data and information includes the electronic entry and completion of documentation to meet legislative requirements, including *Mental Health Act 2016* documentation, admissions, discharges and transfers.
- Knowledge of, or ability to quickly acquire and apply knowledge of relevant applications, including:
 - Consumer Integrated Mental Health Application (CIMHA);
 - PRIME;
 - Hospital Base Client Information System (HBCIS); and
 - Emergency Department Information System (EDIS).
- Involvement in the collection of consumer and carer feedback as required.
- Actively identify areas of improvement to the service and the inpatient services environment.
- Utilising experience, skills and knowledge in; consumer education, support and provide a responsive framework that meets the needs of consumers.
- Utilise group work skills in delivering, psycho education programs, and participate in facilitating peer based consumer groups within the inpatient setting.
- Co-facilitate training to all staff and students as required.
- Facilitate, plan and evaluate groups within the community that focus on a consumer perspective.
- Utilise well developed communication and consultation to work collaboratively across multidisciplinary teams to promote the functions of the Peer/Recovery Worker and the consumer team.
- Support consumers to make positive changes towards recovery by identifying strengths and goals and planning to achieve these.
- Collaborate with NGO's and assist with building their capacity to provide service to mental health consumers.
- Work with clinical staff and complement existing services to assist consumers on their recovery journey within the community.
- Assist consumers in the recovery plan from a consumer perspective.
- Serve as a positive role model to consumers and staff and as a source of information on their personal experience of managing their mental health.

Values

- It is expected that all staff demonstrate the values which are outlined in the strategic plan:
 - Courage
 - Leadership
 - Team Work
 - Respect
 - Integrity
 - Caring for people
- Staff are expected to act and demonstrate these values when working with consumers, carers, the community, other staff and other organisations.

Qualifications/Professional registration/Other requirements

- It is highly desirable to have had a personal lived experience of mental illness or consumer caring and use this experience to support others living with mental illness to foster hope and recovery.
- Experience working within a public mental health service or the Non-Government Sector would be highly desirable.
- Experience as a Primary Mental Health Consumer would be highly desirable.

- It is highly desirable that applicants hold a Certificate IV in Mental Health or Certificate IV in Community Settings or can demonstrate that they are working towards obtaining these qualifications.
- This position may be required to travel and work across the Metro South Addiction and Mental Health Services which includes Logan Hospital, Redland Hospital, Princess Alexandra Hospital and various community sites.
- This position requires the incumbent to operate a class C motor vehicle, and an appropriate licence endorsement to operate this type of vehicle is required. Proof of this endorsement must be provided before commencement of duty.

Vaccine Preventable Diseases (VPD)

It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment: measles, mumps, rubella, varicella (chicken pox), pertussis (whooping cough).

Existing staff that are engaged prior to 1 July 2016 are **not subject** to this condition of employment unless they apply for a role with VPD requirements that is with a different Queensland Health entity (ie one HHS to another HHS, Department to a HHS, or HHS to Department).

Are you the right person for the job?

You will be assessed on your ability to demonstrate the following key attributes. Within the context of the responsibilities described above, the ideal applicant will be someone who can demonstrate the following:

- Ability to plan, deliver and evaluate psycho education and groups to mental health service consumers.
- Ability to establish and maintain relationships with consumers, carers, the community, health professionals and all service providers, while promoting an understanding of mental health.
- Ability to show proactive and effective communication skills by actively listening, conveying consumer's requirements clearly and fluently, displaying appropriate empathy and adapting style accordingly.
- Ability to relate, empathise with, be aware of and see issues from the perspective of a consumer, their families and people from other cultures.
- Ability to proactively identify areas of improvement to service and suggest relevant changes from a consumer's perspective.
- Ability to demonstrate honesty, integrity and respect for all consumers, family/carers and staff.

How to apply

Please provide the following information to the panel to assess your suitability:

- **A short response** (maximum 1-2 pages) on how your experience, abilities, knowledge and personal qualities would enable you to achieve the key responsibilities and meet the key attributes.
- **Your current CV or resume, including referees.** You must seek approval prior to nominating a person as a referee. Referees should have a thorough knowledge of your work performance and conduct, and it is preferable to include your current/immediate past supervisor. By providing the names and contact details of your referee/s you consent for these people to be contacted by the selection panel. If you do not wish for a referee to be contacted, please indicate this on your resume and contact the selection panel chair to discuss.

About Metro South Hospital and Health Service

Metro South Health is the largest Hospital and Health Service in Queensland, with an estimated residential population of approximately one million people or 23 per cent of Queensland's population.

Metro South Health is situated in the South-East corner of Queensland from the Brisbane River in the north to the Redland City Council in the east, and to the Scenic Rim Shire down to the border

of New South Wales in the south-west. It is the most culturally diverse area of Queensland with 28.5% of the community born overseas and 16% from non-English speaking countries. This health service does not include the Mater Hospitals.

Clinical services provided within Metro South Health include:

- Princess Alexandra Hospital
- Logan Hospital
- Beaudesert Hospital
- QEII Hospital
- Redland Hospital
- Wynnum Health Service Centre
- Redland Residential Care
- Redland Renal Dialysis Unit
- Casuarina Lodge
- Marie Rose Centre (Dunwich)
- Community Health Services
- Oral Health Services
- Addiction and Mental Health Services
- Medical Aids Subsidy Scheme

About Metro South Addiction and Mental Health Services / Academic Clinical Units

As part of the National Health Reforms (<http://www.yourhealth.gov.au>), the Queensland Government introduced 17 new Hospital and Health Services (HHS) as of 1 July 2012. Metro South Health became the service responsible for providing public health services to the large and diverse geographical area incorporating Brisbane's south side, Logan-Beaudesert, Redland and Wynnum.

Metro South Addiction and Mental Health Services has recently undergone a transformation of service delivery across its current facilities. As a consequence of these changes consumer care is now based on individual needs, assessment and diagnosis rather than location. Consumers are however reviewed as close as possible to their residence. Ten (10) Academic Clinical Units were established to provide specialised programs across the following areas; Acute Inpatient Services, Resource and Access Services, Mood, Older Adult, Child and Youth, Psychosis, Rehabilitation, Consultation Liaison Psychiatry, Transcultural Mental Health and Addiction Services.

We are committed to our tripartite model of ensuring clinical excellence, research and education. With our exciting partnership with Diamantina Health Partners, Queensland's first academic health science centre, we are constantly exploring opportunities that will enable staff at all levels to engage in research, participate in conferences and work towards higher qualifications that their application of skills will ensure better outcomes for our consumers, carers, families and the community www.diamantina.org.au

Our service will continue to provide high quality addiction and mental health care across Metro South.

Additional information on Metro South Addiction and Mental Health Services is available on the web site via <http://www.health.qld.gov.au/metrosouthmentalhealth>

Our Vision

Is to provide our community excellence in consumer centred, integrated care across the continuum of addiction and mental health services.

Our Mission

Is to demonstrate exceptional care to consumers experiencing addiction and/or mental health problems so that we reduce the burden of disease and integrate care with our key health partners.

Key Priorities

We will pursue our four strategic priorities to help us achieve our vision:

- Better outcomes for consumers, families, carers and community
- A partnership approach - linking and engaging with our community
- Accountability and confidence in our health system
- Excellence in clinical care, education and research

Pre-employment screening

Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment. The recommended applicant will be required to disclose any serious disciplinary action taken against them in public sector employment. In addition, any factors which could prevent the recommended applicant complying with the requirements of the role are to be declared.

Roles providing health, counselling and support services mainly to children will require a Blue Card. Please refer to the Information Package for Applicants for details of employment screening and other employment requirements.

Health professional roles involving delivery of health services to children and youth

All relevant health professional (including registered nurses and medical officers) who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.

All relevant health professional are also responsible for the maintenance of their level of capability in the provision of health care and their reporting obligations in this regard.

Salary Packaging

To confirm your eligibility for the Public Hospital Fringe Benefits Tax (FBT) Exemption Cap please contact either of the Queensland Health Salary Packaging Bureau Service Providers - RemServ via telephone 1300 30 40 10 or <http://www.remserv.com.au> or SmartSalary via telephone 1300 218 598 or <https://qld.smartsalary.com.au/>

Disclosure of Previous Employment as a Lobbyist

Applicants will be required to give a statement of their employment as a lobbyist within one (1) month of taking up the appointment. Details are available at <http://www.psc.qld.gov.au/library/document/policy/lobbyist-disclosure-policy.pdf>

Probation

Employees who are permanently appointed to Metro South Health may be required to undertake a period of probation of six months (except for certain medical officers whose probationary period is 12 months) in accordance with Metro South's Probation Procedure W.S.B.PR.2.3.

MSAMHS Organisational Structure

