

Position Title:	Senior Consumer Peer Worker
Award Classification:	Peer Worker Level 3, Yr 1 – 4
Award / Agreement Name:	Victorian Public Mental Health Services Enterprise Agreement 2016-2020
Current Effective Date:	July 2017
Next Review Date:	December 2018
Reports to:	Manager Consumer and Carer Workforce. Mental Health Program

1. ORGANISATIONAL INFORMATION

Our Vision

Great health and wellbeing.

Our Mission

To provide positive health experiences for people and communities in the east.

Organisational Environment

Eastern Health provides a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care and community health services to people and communities that are diverse in culture, age and socio-economic status. These services are provided both on an inpatient and outpatient basis. These services and programs are supported by staff who possess an unparalleled commitment to patient care as well as teaching and research.

The strategic goals are fully detailed in the Eastern Health e-learning orientation.

Eastern Health Values

Eastern Health values reflect who we are as individuals and as an organisation, and are testament to the Eastern Health Mission Statement; they include the concepts of Excellence, Accountability, Compassion, Team Work, Integrity, Respect and Collaboration.

The Eastern Health Values are fully detailed in the Code of Conduct which is covered in the Eastern Health e-learning orientation.

2. POSITION SUMMARY

The Consumer and Carer Workforce is an integral component of the Mental Health Program. The Senior Consumer Peer Worker provides group and individual peer support interventions to mental health consumers and maintains a leadership role for Consumer Peer Support Workers within the mental health service. A key component of the role is to provide supervision and leadership to consumer peer workers to ensure best practice and consistency in peer support interventions within a recovery oriented framework.

Key relationships include:

Internal	External
<ul style="list-style-type: none">• Manager, Consumer and Carer Workforce• Consumer Consultant/Advisors• Carer Consultant /Peer Support Workers• Service Managers / Nurse Unit Manager	<ul style="list-style-type: none">• External consumer peer support workers• Community Service organisations• Victorian Mental Illness Awareness Council

3. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Guide, orientate, supervise and mentor Consumer Peer Workers Level 1 and 2.
- Using an Intentional Peer Support (IPS) framework, provide effective and regular supervision to and lead co-reflection for consumer peer workers employed within the service
- Provide a focal point for other peer workers to problem solve complex individual consumer needs
- Contribute to the establishment of learning and development plans for consumer 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.
- Provide one to one and group peer support to consumers in inpatient and community settings, using personal lived experience to provide a model of hope and recovery, including direct and over the phone support.
- Assist consumers with recovery and wellness planning to help gain a sense of control and empowerment over their lives by building on strengths and resources.
- Contribute to the development and review of inpatient consumers discharge plans to address needs that impact on discharge from the Unit
- Work collaboratively as a key member of the inpatient psychiatric unit team to develop and maintain processes that support identification, referral and engagement in the Post Discharge Support Initiative.
- Assist with achieving outcome objectives for the Expanding Post Discharge Support Initiative including:
 - Consumer outcomes - Improved consumer experience, reduced need for hospital admission, reduced length of stay.
 - System outcomes - Improved discharge planning and implementation for recovery, reduced 28-day readmission rate, increased understanding of the peer workforce in a clinical mental health setting.
- 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

4. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Provide and maintain so far as is practicable a working environment that is safe and without risk to health. Take care of your 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.

Comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Accident Compensation Act 1992.

5. 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.

6. QUALITY

Eastern Health is accredited by the independent Australian Council on Healthcare Standards (ACHS) in recognition of the achievement of acknowledged standards, and the commitment to continuous improvement in the provision of healthcare standards. Staff are required to actively participate in quality improvement activities within the Department, which meet the requirements of the ACHS Evaluation and Quality Improvement Program (EQuIP).

7. 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 2000.

8. 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.

9. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur six (6) 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.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria
- Attachment 2 Key Result Areas /Key Performance Indicators
- Attachment 3 Eastern Health /Department Information

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.

Signed: _____
Enter Manager's Title

Date: ____ / ____ / ____

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 person who has been a consumer of public mental health services
Demonstrated understanding and empathy of the broad impact of mental illness on consumers and carers/families and of the evidence base for inclusive, family sensitive and recovery oriented practice.
- Experience and capacity in the supervision and leadership of staff
- Understanding of the relevant legislation (including Mental Health Act) and frameworks for recovery oriented practice on working in mental health and with consumers, carers and families
- Knowledge of the issues and complications arising for consumers experiencing co-occurring mental health and substance use problems and impact on family.
- Demonstrated skills in providing support services to people with a serious mental illness 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 consumers, 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 is required prior to appointment.
- Working with Childrens Check for CYMHS setting

Highly Desirable

- 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

ATTACHMENT 2

Key Result Areas /Key Performance Indicators

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All Eastern Health Employees understand that a key part of our Key Performance Indicators are our five strategic directions, as:

A Provider of Great Healthcare:

- Incidents are reviewed within identified time frames and actions are implemented
- Evidence-based practices are adhered to
- Risks are monitored and minimised through the use of best evidence in quality health care

A Great Patient Experience:

- Meet Eastern Health access, activity and target indicators as defined by KPI Scorecard
- Facilitate consumer access to complaint resolution processes.
- Program specific indicators
 - Provision of three community based peer contacts to support post discharge.

A Great Place to Learn and Work:

- 100% achievement of allocated Staff feedback & development plans completed
- Provide relevant input to Operational Improvement Plans from a consumer perspective
- Participate in evaluations, reviews and research on peer support models and participation.

A Great Partner with our Communities:

- Progress of Innovation and Improvement Plans
- Work collaboratively with other services, as appropriate, in consumer recovery and wellness planning.
- Work collaboratively with other agencies to support inpatient consumers to re-establish, maintain or build connections with their community.

A Great Achiever of Sustainability:

- Works towards optimal use of resources.

Eastern Health's Programme Specific Indicators include:

- Provision of a welcoming approach to clients, family and carers entering the service.
- Participation in all aspects of team based activities and functions.
- Completion of documentation as per the service standards.
- Manage service data recording.
- Support to other members of the Mental Health Program as required.
- Adhere to the Eastern Health staff code of conduct.

ATTACHMENT 3

Eastern Health/Department/Specialty Information & additional position requirements

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Department / Specialty Area	Mental Health Program
Campus / Physical Location	Box Hill

SPECIALTY SPECIFIC INFORMATION

ORGANISATIONAL CONTEXT

Eastern Health is a leading provider of Health care in the eastern region of Melbourne and incorporates Acute: Aged Care, Rehabilitation and Community Health (ACRCH); and Mental Health and Alcohol & Drug Services across a number of large, medium and small work locations.

LOCAL WORK ENVIRONMENT

The Mental Health Program provides services across the Eastern Metropolitan Region encapsulating the communities surrounding the Maroondah, Box Hill, Angliss, Yarra Ranges, and Peter James Centre Hospitals. Our services cover the continuum of care and include both inpatient and community based services.

The Mental Health Program has an employee base in excess of 800 staff and manages an annual budget of over \$55 million.

Eastern Health's Mental Health Program provides Tier 3 mental health care for all ages in the Eastern Metropolitan Region of Melbourne. Fundamental to our service delivery are the principles of recovery oriented mental health practice.

Our services cover the continuum of care and include both inpatient and outreach services in the following divisions:

- Child and Youth Mental Health Services (CYMHS)
- Adult Mental Health Services (AMHS)
- Aged Person Mental Health Program (APMH)
- Research and academic programs

The Mental Health Program works in partnership with State-wide Services which include the following divisions:

- Turning Point Alcohol and Drug Services
- SPECTRUM (state wide service for people with a personality disorder)