

POSITION DESCRIPTION

Position Title:	Dual Diagnosis Carer Peer Worker/Carer Support Fund Administration.
Award Classification:	Carer Consultant
Award / Agreement Name:	Victorian Public Mental Health Services Enterprise Agreement 2016-2020
Current Effective Date:	September 2017
Next Review Date:	September 2019
Reports to:	Manager Dual Diagnosis and Service Development. 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 i-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 i-learning orientation.

2. POSITION SUMMARY

The Consumer and Carer workforce is an integral component of Eastern Health's Mental Health Program. The Dual Diagnosis Carer Peer Worker/Carer Support Fund Administration provides co-ordination and

administration for the Dual Diagnosis Consumer and Carer Advisory Council activities, the Dual Diagnosis and Service Development participation related activities within the Mental Health Program and administration for the Carer Support Fund. The role will also collaborate and work within the Mental Health Program Consumer and Carer Workforce Structure.

Key relationships include:

Internal	External
<ul style="list-style-type: none"> • Manager Dual Diagnosis and Service Development • Manager, Consumer and Carer Workforce • Carer Consultant • Consumer & Carer Peer Workers and COPES Workers. 	<ul style="list-style-type: none"> • Chairs of the Dual Diagnosis Consumer and Carer Advisory Council and the Dual Diagnosis Working Group • Tandem - Peak body for carers, Victoria. • External carer peer support workers • Community Service organisations

3. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Co-ordinate the activities of the Dual Diagnosis Consumer and Carer Advisory Council including scheduling of meetings, minutes, agenda.
- Organise payment and reimbursement for Consumer and Carer -representatives attending Dual Diagnosis meetings and participating in Dual Diagnosis activities.
- Assist in the identification of consumer and carer support and wellbeing needs in relation to Dual Diagnosis.
- Support family/carers psycho education and assistance for families whose family member is using the AMHS, particularly the IPU's.
- Provide administration support for the Adult and Child and Youth Mental Health Programs - Carer Support Fund. This includes, maintaining accurate records, lodging applications weekly, liaising with Tandem, case managers, approver and other stakeholders regarding applications, assist approver(s) by providing accurate fund balance in line with Carer Support Fund guidelines.
- Engage and work collaboratively with other members of the mental health program consumer/carers/peer workforce and advisory groups.
- Work collaboratively as a key member of the Dual Diagnosis and Service Development staff group to develop and maintain processes that support Consumer and Carer participation in the development of service improvement activities.
- Attend supervision and peer meetings as required, including Peer Support Reflective Practice.
- Maintain accurate records on contacts, for the purposes of monitoring and evaluation of the service.
- Contribute to quality improvement, policy and program development in the mental health program from a carer perspective.
- Facilitate family and carer access to compliments, feedback and complaint resolution processes.

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 Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

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

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

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 three (3) 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.

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 family carer of a person who has used public mental health services and alcohol and drug services.
- Understanding of peer support principles and ability to use peer support to provide hope and a belief in recovery.
- Demonstrated understanding of and empathy regarding the broad impact of mental illness and alcohol and drugs on consumers, their carers/families.
- Ability to work within a multidisciplinary team including ability to express own viewpoint and respect the views of others.
- Understanding of the need to be sensitive to the needs of people from diverse backgrounds including Aboriginal and Torres Strait Islander people, Culturally and Linguistically Diverse people.
- Awareness of privacy and confidentiality, individual and organisational responsibility within a health service.
- Familiarity with all computer software packages used within an administrative role e.g. Microsoft office - Word, Powerpoint, Excel etc
- Effective and appropriate written, verbal and interpersonal communication skills;
- Time management capabilities and ability to work to a deadline;
- Ability to work flexibly and independently and as part of a team;
- Effective communication skills.
- Ability to manage resources effectively.
- Ability to work in a challenging environment.
- A satisfactory Police Check is required prior to appointment.

Highly Desirable

- Current Victorian Driver's 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:

- Assist in the identification of family and carer support and wellbeing needs.
- Contribute to quality improvement, policy and program development in the Mental Health Program from a carer perspective.

A Great Patient Experience:

- Provide peer support to family and carers.
- Support family carers to access community supports and information as appropriate.
- Facilitate family and carer access to complaint resolution processes.

A Great Place to Learn and Work:

- Participate in staff feedback & development plans (including leave and learning plans)
- Provide relevant input to Operational Improvement Plans from a carer perspective
- Participate in relevant evaluations, reviews and research in relation to peer support models and carer participation .

A Great Partner with our Communities:

- Work collaboratively with other services, as appropriate, in carer support planning.
- Work collaboratively with other agencies to support families to assist their loved one to re-establish, maintain or build connections with their community prior to and post discharge..

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/carers and significant others entering the service.
- Participation in all aspects of team based activities and functions.
- Completion of documentation as per the service standards.
- Completion of service data recording as required.
- 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, Adult Mental Health Service
Campus / Physical Location	Upton House in 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)