

## Role Description

<b>Position Title:</b>	Carer Consultant		
<b>Business unit:</b>	Service Development and Performance	<b>Division:</b>	Mental Health and Specialised Services
<b>Position ID:</b>	32028986	<b>Location:</b>	The Park Centre for Mental Health, Wacol
<b>Classification:</b>	AO5	<b>Contact:</b>	Bretine Curtis
<b>Salary:</b>	\$3,290.50 - \$3,580.30 per fortnight	<b>Telephone:</b>	07 3271 8555
<b>Employment status:</b>	Temporary Full-time for 6 months	<b>Closing date:</b>	<b>Monday 25 September 2017</b>
<b>Vacancy reference:</b>	<b>WM09253666</b>		Applications will remain current for the duration of the vacancy.

### About this role

This position promotes carer and family participation and engagement in the planning, development, delivery and evaluation of the Mental Health and Specialised Services Division (MHSS). It facilitates and manages broad system change and initiates activities to ensure the unique knowledge and experience of carers is respected and considered as valuable when designing, developing and delivering and evaluating mental health service provision.

#### The key accountabilities of the role are:

- Develop and maintain effective relationships and networks with a range of stakeholders to enable the carers' perspective to be an active component of ongoing planning, development, delivery and evaluation of consumer focused, recovery orientated services.
- Effectively communicate with key stakeholders to progress carer/family participation in the planning, delivery and evaluation of MHSS.
- Actively promote recovery orientated service delivery with carers and consumers as partners in care.
- Act as a systems advocate for carers within MHSS to enhance the provision of consumer focused, recovery orientated service provision.
- Engage in a range of initiatives that promote a positive experience for families, carers and consumers within MHSS.
- Identify and actively participate in service improvement initiatives including the development and implementation of programs and systems that support relevant National and State consumer and carer participation initiatives, staff orientation and training programs and education of the wider community.
- Engage with local community groups to promote social inclusion and connectedness, good mental health and reduction of stigma.
- Develop MHSS resources and information in conjunction with consumer consultants for consumers, families and carers.
- Assist in the development/review, implementation and evaluation of MHSS procedures and work plan instructions to ensure they consider the important role carers/families play in the recovery journey.
- Actively investigate and identify areas for improvement from the carers' perspective.
- Develop and contribute to effective processes for carer engagement and feedback in service planning and delivery.
- Actively engage in the development and implementation of the MHSS consumer and carer participation plan.
- Undertake other duties as are in keeping with this position or which management may reasonably request.
- Ensure engagement with West Moreton Hospital and Health Service consumers, carers and family members to enable active involvement at a treatment level and across all aspects of service delivery.
- Actively contribute to maintaining a safe workplace that values the health and safety of co-workers, clients or visitors.
- Actively contribute to developing and maintaining a culture where staff are vigilant to risks to themselves, their co-workers, clients or visitors (including health and safety, business and operational risks).
- Actively participate in the Health Service Performance Planning and Appraisal and Individual Development Planning processes.

### Staffing and budget responsibilities

This position reports to Director Service Development and Performance, MHSS.

- Engagement in Practice/Professional supervision is required as a part of this role.

- As required supervise and manage casual and unpaid carer representatives in line with quality human resource management practices with particular reference to employment equity, anti-discrimination and ethical decision making practices
- There are no budget responsibilities.

### Mandatory Qualifications / Professional Registration:

The information in this section is used to assess candidate suitability to perform effectively in the role.

- The position is available to individuals who have a personal '*caring experience*' for a family member or loved one with mental illness together with knowledge and understanding of public mental health service delivery.
- Certificate IV in Mental Health or equivalent would be highly regarded.
- This position may be required to work across the various facilities throughout the West Moreton Hospital and Health Service.
- This position requires the incumbent to operate a motor vehicle, and an appropriate licence endorsement to operate this type of vehicle is required. Proof of this endorsement must be produced before commencement of duties.
- 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 as required by HED 01/16 Vaccine Preventable Diseases (VPD) Requirements/HR Policy B1 [measles, mumps, rubella, varicella (chicken pox), pertussis (whooping cough), hepatitis B].

### How you will be assessed

You will be assessed on your ability to demonstrate the following key capabilities, knowledge and experience. Within the context of the responsibilities described above under 'About this role', the ideal applicant will be someone who can demonstrate the following:

- Demonstrate effective communication skills (written and verbal) and ability to convey the carer's related needs to key stakeholders including service managers and clinical service providers.
- Demonstrated experience in proactively identifying areas and making recommendations for improvements to mental health service planning, delivery and evaluation from the perspective of carers and families to ensure services are consumer focused and recovery orientated.
- Ability to work consultatively as a member of a team to identify, represent and advocate for carer related needs at all levels of service planning, development, delivery and evaluation.
- Ability to develop carer and consumer initiatives and projects in line with National and State consumer and carer participation agendas, both independently and as a member of a team.
- Demonstrate honesty, integrity and respect for all consumers, carers, the community, other health professionals and all service providers.

### Your application

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

- Your current CV or resume, including the names and contact details of two referees. Referees should have a thorough knowledge of your capabilities, work performance and conduct within the previous two years, and it is preferable to include your current/immediate/past supervisor
- A short response (maximum 1-2 pages) on how your experience, abilities, knowledge and personal qualities are relevant for the role, taking into account the Key Capabilities.

### How to apply

- The Health Service prefers candidates to apply for roles online through [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au). If you apply online you can track your application during the selection process, maintain your personal details and contact details and withdraw your application if necessary.
- If you experience any technical difficulties when accessing [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au) please contact 13QGOV (13 74 68).
- All calls relating to the status of your application once the job has closed should be directed to the contact officer on the role description.
- Late applications cannot be submitted online.

### Additional information

- Applications remain current for 12 months or if temporary, for the duration of the vacancy.
- Future vacancies across the West Moreton Hospital and Health Service (WMHHS) of a temporary, full-time and part-time nature may also be filled through this recruitment process.

- Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services that involve children will require a blue card, unless otherwise exempt.
- If you experience any technical difficulties when accessing [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au) please contact 13 QGOV (13 74 68). All calls relating to the status of your application once the job has closed should be directed to the contact officer on the role description.
- Employees who are permanently appointed to West Moreton may be required to undertake a period of probation appropriate to the appointment.
- Employees who are appointed to West Moreton are to maintain data quality and manage all information in accordance with legislation, standards, policies and procedures.
- Employees who are appointed to West Moreton may be required to travel and work across various facilities throughout the Health Service.
- All relevant health professionals, 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.
- Applicants will be required to give a statement of their employment as a lobbyist (<http://www.psc.qld.gov.au/publications/assets/policies/lobbyist-disclosure-policy.pdf>) within one month of taking up the appointment.
- Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role. Details are available in section 571 of the Workers' Compensation and Rehabilitation Act 2003.
- Only applications from candidates will be accepted; applications that may result in an agency fee will not be considered.
- For information about the Public Hospital Fringe Benefits Tax (FBT) Exemption Cap please refer our salary packaging providers: RemServ at <http://www.remserv.com.au> or Smartsalary at <https://qld.smartsalary.com.au/>. Questions about salary packaging can be directed to the RemServ Customer Care Centre on 1300 30 40 10 or the Smartsalary Customer Support on 1300 218 598.

## About West Moreton Hospital and Health Service

West Moreton Hospital and Health Service has a long and proud history of caring for the communities of Ipswich, Boonah, Esk, Laidley and Gatton. The hospital and health service is one of the largest employers in the region, employing more than 2,800 staff.

West Moreton Hospital and Health Service delivers health services in a mix of metropolitan and small rural community settings and services a population of about 260,000 people. The Health Service catchment is the third fastest growth area in Australia, with the population forecast to increase by 77 per cent to 450,000 people by 2026 (based on information available at April 2015). The projected increase in population is the largest of any Hospital and Health Service in Queensland. The Health Service has excellent prospects for growth which makes it an ideal employer for those seeking to develop their career.

The Hospital and Health Service delivers health services across the continuum of care: preventative and primary health care services, ambulatory services, acute care, sub-acute care, oral health and mental health and specialised services (including Offender Health and Alcohol and Other Drugs). West Moreton also has a major teaching role, providing both undergraduate and postgraduate clinical experience for members of the multi-disciplinary healthcare team and has accountability for state wide research and learning facilities for mental health.

Our Health facilities include:

- Ipswich Hospital
- Ipswich Community Health Plaza
- Boonah Health Service
- Esk Health Service
- Gatton Health Service
- Laidley Health Service
- Goodna Community Health
- The Park – Centre for Mental Health, Treatment, Research and Education
- Gailes Community Care Unit
- Ipswich Community Dental Clinic

## Visit the area/Hospital and Health Service/division website:

For more information please visit our website: <https://www.westmoreton.health.qld.gov.au/>

To find out more about Queensland Health, visit: [www.health.qld.gov.au](http://www.health.qld.gov.au)

## West Moreton Hospital and Health Service core values

**Really care:** Every day we are proud of how we care for our patients, how we work together and how we deliver our work.

**You matter:** We are part of the community we serve. What is important to our community is important to us. We respond to your feedback about our work, our attitude, the services we provide and the way we provide them.

**We deliver:** Our patients, their families, our colleagues, our staff, our partners and our community can be confident in our people and our services. We honour our commitments.

**Be the best:** We are here to make our patients' healthcare experience the very best it can be. We aspire to realise our vision and be proud to deliver healthcare excellence.

West Moreton Hospital and Health Service is committed to delivering patient centred highly reliable care through excellent health, excellent care and excellent value.

## About the Division

The Mental Health and Specialised Services (MHSS) division is responsible for delivering high quality, comprehensive mental health, alcohol and other drugs and prison health services across West Moreton region. The division comprises of four streams; Strategy and Performance, Prison Health Services, Community and Acute Services, and Forensic and Secure Services. Forensic and Secure Services incorporates state wide/ multi HHS clinical services through High Security Inpatient Services, Extended Treatment and Rehabilitation Forensic Unit, Secure Mental Health Rehabilitation Unit and Prison Mental Health Services.

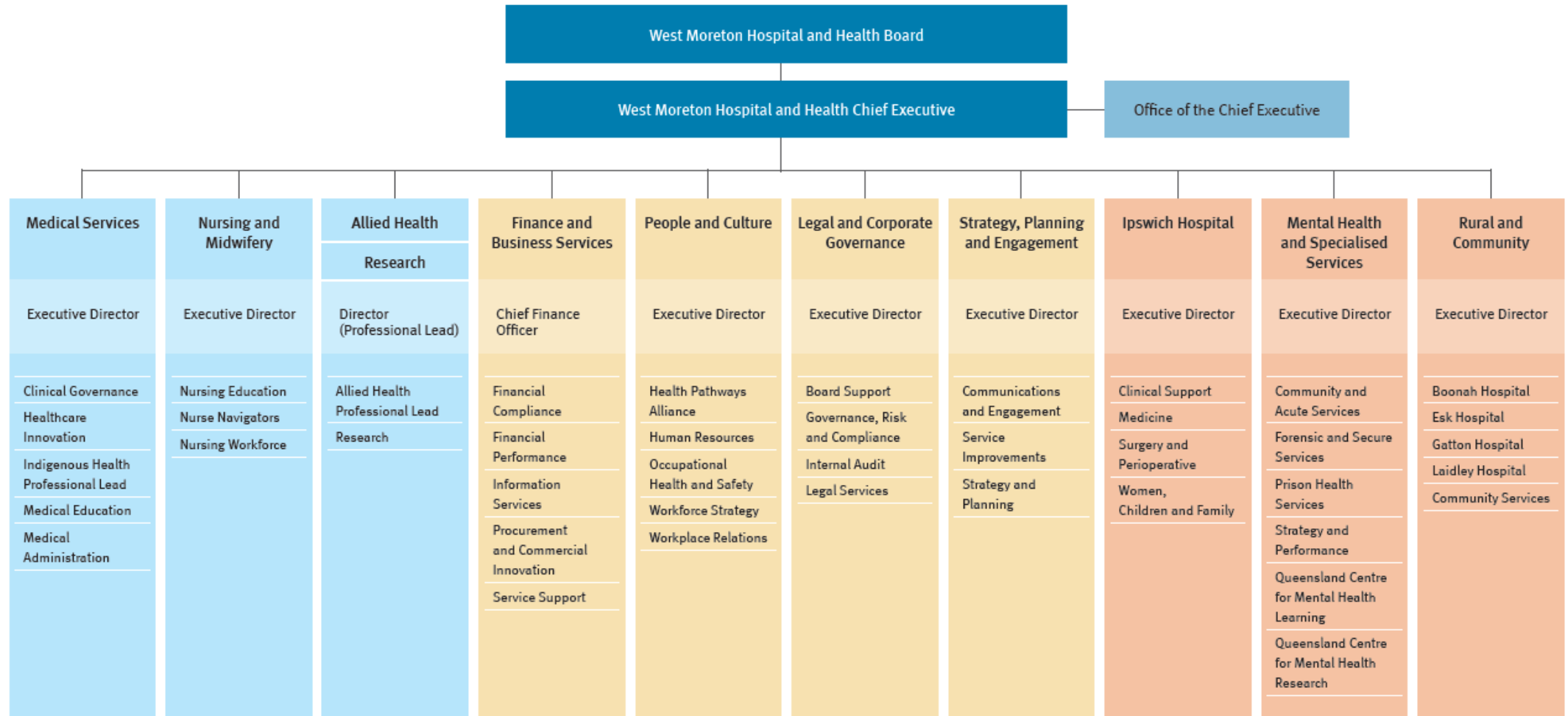
In addition, MHSS is responsible for state wide specialised services including Queensland Centre for Mental Health Learning, Queensland Centre for Mental Health Research and Queensland Mental Health Benchmarking Unit.

## About the Unit

Service Development and Performance supports MHSS to ensure optimum performance through strategic planning and service development initiatives; ensuring positive consumer outcomes within efficient, effective and economical models of service. It plays a key role in engagement with other divisions across the Hospital and Health Service and Department of Health. The stream drives strategic leadership across the division through the provision of strategic projects, administrative services, information management services, Mental Health Act delegations, nurse education, Consumer and Carer Engagement Services, the Queensland Mental Health Benchmarking Unit and the Service Evaluation and Research Unit.



# Organisational structure



**Legend**

- Professional
- Support
- Service delivery