

## Role Description

<b>Job ad reference:</b>	MSM03236639
<b>Role title:</b>	Senior Carer Peer Recovery Support Worker
<b>Status:</b>	Temporary part time position (up to 12 months) <i>(Future vacancies of a temporary, full time or part time nature may be accommodated within this role)</i>
<b>Unit:</b>	Youth and Family Wellbeing Team Metro South Addiction and Mental Health Services
<b>Health Service:</b>	Metro South Hospital and Health Service
<b>Location:</b>	Logan Hospital, Meadowbrook <b>Please note:</b> <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>
<b>Classification level:</b>	AO4
<b>Salary level:</b>	\$35.45 - \$39.06 per hour
<b>Closing date:</b>	Thursday, 30 March 2017 <i>(Applications will remain current for the duration of the vacancy)</i>
<b>Contact:</b>	Joanne Willdig
<b>Telephone:</b>	(07) 3200 7087
<b>Online applications:</b>	<a href="http://www.smartjobs.qld.gov.au">www.smartjobs.qld.gov.au</a> If you are unable to apply online, please contact Recruitment Services on (07) 3176 4301
<b>Deliver application:</b>	Hand delivered applications will not be accepted

### Purpose of the Role

- To assist the carers of our youth mental health consumers, key service providers and Non-Government Organisations (NGO's) to develop a better understanding of the recovery framework while utilising your lived experience of being a carer for someone with mental health issues and work toward achieving the best outcomes for consumers.
- Provide carers of consumers with tailored education, information, referrals and support from personal experience of recovery, utilising available resources within the community to overcome stigma and facilitate access to mental health services and non-government agencies.

### Staffing and Budget

- This position operationally reports to the Team Leader 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.
- Lead and manage staff by fostering and committing to patient safety and quality in the delivery of health care by maintaining and evaluating safety and quality practices and initiatives.
- Facilitate and maintain liaison and carer support links with staff to enhance access for families when presenting to mental health services; and to provide practical social support services for carers.

- This includes an advocacy role and developing linkages with all relevant hospital wards, departments, NGO's and community services to facilitate admission, discharge planning and referral to follow-up services.
- Utilising experience, skills and knowledge in; consumer/ carer education, support and provide a culturally responsive framework of peer support education that meets the needs of carers.
- Co-facilitate training to all staff and students as required.
- Utilise well developed communication, engagement and consultation to work collaboratively in an NGO setting to promote the role of the Carer Peer Recovery Support Worker.
- Provide general feedback and advice to key stakeholders regarding carer participation, education, support and recovery oriented practice.
- Support carers to make positive changes towards recovery by identifying strengths and goals and facilitate access to resources to achieve these..
- Provide carer representation on selection and recruitment panels.
- Involvement in the collection of carer feedback as required.
- 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.
- 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 2000* 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).

#### 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 supporting 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 Carer is highly desirable.
- It is highly desirable that applicants hold a Certificate IV in Mental Health, a Certificate IV in Peer Support Work or a Certificate IV in Community Setting or can demonstrate that they are working towards obtaining these qualifications.
- Will be required to provide services in client homes and community settings. .
- 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 will work in close liaison with the Academic Clinical Units within Metro South Addiction and Mental Health Services.

- 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) and 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 demonstrate knowledge and understanding of the key mental health issues for carers mental health consumers.
- Ability to work within a multidisciplinary team and provide the consumer, carer and community perspective.
- Ability to provide supervision, support and mentoring to less experienced Peer Recovery Support Workers.
- Ability to plan, deliver and evaluate tailored support and education groups to carers of mental health consumers.
- Develops and maintains strong links within the community and with relevant organisations and demonstrates a sound knowledge of protocols.
- Ability to establish and maintain relationships with carers, the community, health professionals and all service providers, while promoting an understanding of mental health.
- Ability to show proactive and effective cross cultural communication skills by actively listening, conveying carer'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 carer.
- Ability to proactively identify areas of improvement to service and suggest relevant changes from a carer 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](http://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 WS.B.PR.2.3.

# MSAMHS Organisational Structure

