

## Position Description

<b>Position Title:</b>	<b>Carer Consultant Mental Health Clinical Service Unit</b>
<b>Reports to:</b>	<b>Consumer &amp; Carer Co-ordinator</b>
<b>Award / Agreement / Contract:</b>	<b>Victorian Public Mental Health Services Enterprise Agreement 2016-2020</b>
<b>Position Type:</b>	<b>Carer Consultant Level 1</b>
<b>Hours per week:</b>	<b>15.2</b>
<b>Employment Status:</b>	<b>Permanent, part time</b>

### Position Purpose

The Carer Consultant is accountable to the Consumer and Carer Co-ordinator and will work collaboratively with the broader Mental Health staff and teams.

This position is a key element of the participation policy for the Mental Health CSU, which seeks to actively involve consumers and carers in planning, service delivery, and evaluation and quality programs across the service continuum, but in particular North East Area Mental Health Service (NEAMHS), Child and Youth Mental Health Service (CYMHS) and Brain Disorders Programme (BDP).

The Carer Consultant, in collaboration with staff and management, will work specifically with families or significant others and consumers to address issues, needs and challenges by:

- Enabling the family perspective to be included in all aspects of the service planning, delivery, professional development and evaluation.
- Facilitating the improvement of the services in response to families needs.
- Liaising with families to ensure that their broad views are communicated to the relevant services.
- Collaborating with the service leadership to analyse and define current service gaps and make recommendations regarding strategic directions in two areas: enhancing carer input to treatment of consumers and considering ways of more effectively providing direct support to carers.
- Working with the management, staff and carers to promote carer sensitive practice across the service continuum.

### About Austin Health

Austin Health is one of Victoria's largest health care providers. Comprising the Austin Hospital, Heidelberg Repatriation Hospital and Royal Talbot Rehabilitation Centre, Austin Health is a major teaching and research centre with numerous university and research institute affiliations.

Austin Health employs in excess of 8,000 staff across its three sites; including over 1,000 Doctors and 3,000 nurses, and delivers a full range of leading edge clinical services, including several state-wide services (liver transplant, spinal cord injury service, respiratory support service, child inpatient mental health service). In total, Austin Health provides over 900 beds, including mental health, aged care and rehabilitation beds. The current annual operating budget is \$800 million.

Austin Health delivers vital state-wide services to Victorians, including diverse multicultural and veteran communities. It provides community and specialty services to the people of Melbourne's north-eastern corridor in a safety-focused, team-oriented and stimulating work environment.

Austin Health's vision is to change healthcare for the better through world class research, education and exceptional patient care. As part of bringing our vision to life, the organisation has recently undertaken an extensive brand refresh and reviewed our organisational model to ensure we are best positioned to deliver contemporary, innovative and patient focussed care.

Austin Health is an equal opportunity employer and is committed to attracting and retaining a diverse workforce that reflects the community we serve. Austin Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability.

## Local Work Environment

Austin Health Mental Health Clinical Service Unit (MHCSU) provides care and services through a comprehensive range of teams to meet the needs of mental health consumers and carers throughout Victoria.

Services in the MHCSU are located across Austin health and the community. Employees may be redeployed within the Mental Health CSU programs.

All mental health services work within a clinical framework that promotes recovery oriented practice and supported decision making. This approach to client wellbeing builds on the strengths of the individual working in partnership with their treating team. It encompasses the principles of self- determination and individualised treatment and care.

The MHCSU services include:

### Adult Services incorporating:

- North East Area Mental Health Service (NEAMHS)
- Community Recovery Programme
- Prevention & Recovery Centre
- Transitional Support Unit

### Triage, Assessment and Intake Planning including:

- Crisis Assessment
- Triage
- Psychiatric Assessment & Planning Unit
- Clinical Health Psychology
- Consultation Liaison (CL) Psychiatry

### Child & Youth Mental Health Services (CYMHS)

- State-wide and regional responsibility
- Inpatient, outpatient and community outreach services

### Specialty Services with state – wide role incorporating:

- Psychological Trauma Recovery services
- Brain Disorder programs

### Psychiatric Nursing Development Education Centre (PNDEC) including:

- Education and training
- Quality
- Consumer & Carer Participation

### Psychiatry, Training, Research Development Unit

## Position Accountabilities

### ROLE SPECIFIC

- Promote individual work with families and/or carers, participation in service planning and policy development and evaluation.
- Ensure the planning and delivery of services is effective and encompasses a range of carer views.
- Identify ongoing and changing needs for carer participation and implement strategies to meet these needs.
- Provide peer support through individual consultations with families/significant others and as well as through acute support group/s.
- Work collaboratively with other staff to develop a coordinated approach to the needs of families/significant others.

- Contribute to the enhancement of MHCSU's sensitivity to the needs of all families/significant others, with particular emphasis on those from culturally and linguistically diverse groups.
- Support the promotion of the rights and responsibilities of carers and other families/significant others in this service.
- Identify and promote to family/significant others & carer forums education sessions to ensure that information about mental illness, Acquired Brain Injury (ABI) and associated mental disorders or illness is clear and readily accessible.
- Contribute to staff training sessions on family and carer issues, through provision of a family and carer perspective.
- Link with other agencies that encourage carer advocacy, training and research including Carer Consultant Network of Victoria (CCNV).
- Facilitate Carer access to complaint resolution processes in line with Austin Health policy.
- Advocate and represent the families/carers in clinical and operational meetings of the service.
- Initiate, develop and participate in carer consultancy projects and activities for each directorate.
- Actively promote the model of service delivery with carers and the broader community.
- Undertake relevant professional training appropriate to the position.
- Use good interpersonal and communication skills to promote collaborative partnerships between the service and families and carers.
- Ability to liaise effectively with all staff members
- Collate carer information resources and ensure these are distributed by staff to carers.
- Assist with the development of systems for gathering and recording information about carers' experiences and ensure that families' and carers' concerns and issues are routinely gathered and that feedback is provided where appropriate.
- (duplicate dot point)Contribute to committees such as Safety and Quality Improvement Committee, in the associated Services.
- Identify newly published materials on carer issues and assist with the dissemination of these materials as well as having input into the process for change, as required, especially in response to policy directives from DHHS.

#### **ALL EMPLOYEES**

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Hub): <http://eppic/>
- Participate in Austin Health's annual Performance Review and Development (PRD) program as required.
- Engage in processes to monitor service delivery and participate in improvement activities.
- Undertake not to reveal to any person or entity any confidential information relating to patients, employees, policies, and processes and do not make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks.
- Participate in the emergency incident response activities as directed.

### **Key Selection Criteria**

#### **Essential for Performance in the Position**

- Broad understanding of the impact of mental illness and ABI on families and other carers' perspectives, including an understanding of the diversity of the cultural and linguistic backgrounds.
- Direct personal (lived) experience as a family member or carer of a person with mental illness.
- Ability to work closely, collaborate and communicate effectively, both in writing and verbally, with a wide variety of families, other carers, staff and relevant committees.
- Demonstrated ability to work in partnership with a project team and advocate on behalf of the carer group .
- Intermediate competency with computer program, including outlook, word, excel and powerpoint.
- A current Victoria driver's licence.
- An understanding of current mental health service delivery systems and issues.
- A commitment to Austin Health values: Integrity, Accountability, Respect and Excellence.

### Desirable but not essential for Performance in the Position

- A sound understanding of information technology including clinical systems, applications relevant to the Management of rostering and risk management reporting or as required for the role and/or department.

### Other Relevant Information (Other information to be made known to persons interested in appointment to this position)

#### Pre-Existing Injury

Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by employment in this position.

#### Immunisation

Maintain appropriate levels of immunisation in accordance with Austin Health's Workforce Immunisation/Screening Policies, in the interests of yourself, all Austin Health staff, patients and visitors.

#### MHCSU Redesign

Whilst this position currently exists within a discrete service, the MHCSU is undergoing a redesign, i.e. a major service improvement initiative. Successful applicants will be involved in this redesign process.

#### Police/WWC checks

Employment is subject to a satisfactory Police Record check &/or Working with Children check as required.

### Austin Health Values

The Austin Health values play a critical role in shaping how we operate as an organisation. They influence our performance, planning, recruitment, training and development, along with our relationships with colleagues, patients and their relatives and friends. The Austin Health values set the standard that we expect all staff to live up to in the way they undertake their role and responsibilities across the organisation, our values:

<b>Integrity</b>	We work in the spirit of collaboration and honesty to build effective working relationships across the whole organisation.
<b>Accountability</b>	We are transparent, responsible and build trust by fulfilling promises and communicating effectively.
<b>Respect</b>	We care about others and treat each other with consideration, equality and fairness.
<b>Excellence</b>	We continually strive to advance patient focused care through innovation, research and effective stakeholder management.

### Austin Health is a Bully Free and Smoke Free Employer

Austin Health is committed to providing employees with a healthy, smoke free work environment where bullying and harassment does not occur. Consistent with this and Austin Health's corporate values of integrity, accountability, respect and excellence, Austin Health will not tolerate employees:

- Behaving in a bullying or harassing manner in the workplace; or
- Smoking on Austin Health premises or in Austin Health vehicles.

Austin Health is an equal opportunity employer and is committed to attracting and retaining a diverse workforce that reflects the community we serve. Austin Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability.

### Document Review Details

<b>Review date of Position Description:</b>	
<b>Manager Signature:</b>	
<b><i>I, _____ (employee name), have read, understood and accept the content in this position description.</i></b>	
<b>Employee Signature:</b>	