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| Position Title: | High priority Discharge Peer Worker (level 1) |
| Reports to: | High Priority Discharge Project Manager |
| Department: | Adult Programs – Mental Health |
| Directorate: | Clinical Operations |
| Cost centre: | H0905 |
| Code & classification: | Consumer Consultant Level 1 (YD1-YD5) |
| Performance review: | Upon completion of probationary and qualifying period and annually or as requested |
| Employment conditions: | Is subject to the Victorian Public Mental Health Services Enterprise Agreement 2016-2020; and GV Health Policies and Procedures (and as varied from time to time). |

Goulburn Valley Health (“GV Health”) is the Regional Public Health Service for the West Hume Sub Region of Victoria, with main campuses located at Shepparton, Tatura and Rushworth and additional sites in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, mental health, aged and primary health and community support services across the West Hume Sub Region. The main campus in Shepparton is the major acute referral site for the sub region.

OUR VISION

Healthy communities

OUR MISSION

GV Health is the regional provider of health services. We will:

- Provide the highest quality care and service in the prevention, diagnosis and treatment of injury, disease and other clinical conditions;
- Support integrated health care;
- Drive innovation in healthcare provision;
- Work in partnership with others to promote healthier communities;
- Provide leadership in health care to the region;
- Provide opportunities for teaching, training and research in health care; and
- Attract health care professionals as an employer of choice.

OUR VALUES

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| Compassion | We are caring and considerate in our dealings with others |
| Respect | We acknowledge, value and protect the diversity of beliefs, and support the rights of others in delivering health services |
| Excellence | We act with professionalism to bring the highest quality of health care to meet the needs of our patients |
| Accountability | We will be responsible for the care and patient outcomes provided by GV Health, and the consequences of our actions |
| Teamwork | We work constructively and collaboratively within GV Health as well as with external partners to deliver integrated care to our patients |
| Ethical Behaviour | We act with integrity, professionalism, transparency, honesty and fairness to earn the trust of those we care for |

ROLE STATEMENT:

The High priority discharge program is an innovative program to enhance and improve the Adult consumer's pathway and supports through clinical mental health services. This will be through the development and implementation of a peer worker (Consumer) workforce including Inpatient Unit Planning for priority discharge system and an expanded post-discharge support peer worker (Consumer) model. This will assist and promote a smooth transition from in-patient services, in conjunction with the treating team to return the consumer to the community and overcome the barriers to discharge for longer stay consumers. It will also promote enhanced discharge supports that assist in linkages to communities and prevent readmission. Due to the relatively high risk in the first four weeks after discharge, a peer worker (Consumer) workforce supervised and co-ordinated by a Project Officer will aim to assist in the prevention of relapse as a further layer within the treating team, reducing length of stay, readmission rates and assist in the provision of follow-up within seven days post discharge and over an approximately 4 week period post discharge. The peer worker (Consumer) shall assist in the provision of supports that address social drivers of illness and relapse; that traditional clinical personnel often lack the time, skills and community linkages required. Studies also demonstrate that a peer workforce (Consumer) can obtain a higher level of trust from a consumer group due to the lived experience and also receive a more empathic service response due to same.

The peer worker will assist the consumer by participating in the development of::

- Exit plans, showing evidence of relapse management, linkages and brokerage utilisation
- Shared care arrangements
- Evidence of planning and pre/post discharge follow-up
- Co-ordination of follow-up appointments
- Liaison and inclusion of carers, dependants & nominated person
- Dissemination of information to primary health care providers and the treating team
- Policies and procedures covering:
 - Development of exit plans
 - Access
 - Exit and re-entry
 - Follow-up procedures.

Peer Workers (Consumer) shall not be providing clinical care but augment the clinical service systems to assist consumer with social and economic barriers to discharge and self-sustainment and recovery post discharge. They will be required to assist in decision making pertaining to brokerage applications for items or services to assist in discharge and prevention of readmission for the consumer. This group shall under the direction and co-ordination of the Project Officer and Senior Clinicians provide post discharge follow-up to assist in linkages and social supports for the consumer within their community.

Peer support (consumer) service follows the belief that individuals who have lived experience of life issues such as mental health, and/or a life-changing event, an addiction or problem behaviour, can better relate to other individuals trying to deal with similar issues, than those who have not had that experience.

By listening empathically, sharing their experiences and offering suggestions based on that experience, people with a lived experience of a mental health issue are uniquely able to help others like themselves. Sharing lived experiences provides multiple perspectives of the experience, thereby broadening understanding.

The accumulated knowledge drawn from the lifelong learning journeys of many people becomes an invaluable source of insights and an unmatched source of support and inspiration for people dealing with chronic and recurring problems.

The peer support (Consumer) approach promotes a wellness model. Assisting a person to find and develop their own personal resources empowers the individual with the belief that they can and do have control over their life. For people with mental health issues, being ready and willing to take on responsibility for their own journey towards health and well-being is a fundamental part of recovery.

KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

- Work under the direction, guidance and supervision of the Discharge Support Project Officer to augment clinical service provision through addressing social and economical drivers pertaining to discharge and post-discharge support.
- To assist in decision making of brokerage funding approval through the Discharge Brokerage Committee
- To report on activities and quality initiatives through the Project Officer
- To escalate and report regularly in relation to interventions and contacts provided to consumers to the Project Officer or delegate and treating team.
- To refrain from providing services that may be seen to be clinical in nature
- Liaise with like project undertaken and liaise with internal and external service systems to enhance opportunities and strengthen relationships.
- To assist in the dissemination of information to the treating team including peer workers, carer, family and other stakeholders.
- To promote recovery, minimise psychiatric disability and prevent relapse. This will include active engagement to supportive services and lifestyle through the post-discharge peer worker model.
- To work within partnership arrangements
- To self monitor health and wellbeing and seek assistance from the Project Officer as required.
- Provide a high quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas
- Carry out duties as per the relevant duty routines.

QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for self and consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Contribute to organisational quality and safety initiatives
- Complete the mandatory training requirements as defined by GV Health
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

OTHER REQUIREMENTS FOR NON CLINICAL EMPLOYEES:

- Develop and maintain collaborative relationships with all other teams and professionals as directed by the Project Officer and report on same
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Uphold and protect consumer rights and maintain strict confidentiality
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Participate in committees and professional groups and disseminate relevant information to relevant employees
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health service provider.

KEY PERFORMANCE INDICATORS:

- Attendance and active participation at meetings as required
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process
- Report on interactions and service provided to consumers and other agencies
- Report contact data as directed
- Attend supervision as directed

Other Position Requirements

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

KEY SELECTION CRITERIA:

(Please respond to this section in your application)

- Consumer experience of serious mental illness and an understanding of the public mental health service system.
- Ability to work within both in-patient and community settings and within the broader service system under the guidance, direction and supervision of the Project Officer.
- Demonstrated commitment to working with both Consumers and staff to improve the quality of mental health services and promote recovery.
- Well-developed communication (written, verbal) and interpersonal skills including the ability to work with Consumers, clinical staff and other shared care providers.
- A willingness and ability to participate in additional training which is necessary to fulfil the requirements of the position.
- Understanding boundary recognition that may occur in this role
- Satisfactory National History Criminal Check prior to commencement of employment
- Satisfactory Working with Children Check prior to commencement of employment (if Required)

Inherent Requirements

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The role may require the following tasks among other things:

| MAINTENANCE, ENVIRONMENTAL SERVICES & FOOD SERVICES | CLERICAL / ADMINISTRATION ROLE |
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| <ul style="list-style-type: none"> ▪ food handling ▪ manual handling (pushing, pulling, lifting) ▪ generic maintenance work, working at heights ▪ generic outdoor work ▪ operating machinery ▪ sitting, standing, bending, reaching, holding, lifting ▪ computer work ▪ general clerical, computer and some admin work ▪ use of personal protective equipment and handling ▪ handling general and or infectious waste, ▪ working at other locations may be required ▪ shift work in some roles ▪ waste handling ▪ driving motor vehicles ▪ dealing with anxious or upset consumers or members of the public ▪ Exposure to substances and hazardous materials | <ul style="list-style-type: none"> ▪ manual handling (pushing, pulling, lifting) ▪ sitting, standing, bending, reaching, holding, lifting ▪ computer work, data entry ▪ general clerical at varying levels , ▪ use of personal protective equipment ▪ handling general waste ▪ pushing and pulling trolleys / filing ▪ work at other locations may be required ▪ shift work in some roles ▪ driving motor vehicles ▪ dealing with anxious or upset consumers or members of the public |

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| Reviewed by | Senior Mental Health Nurse |
| Issued | July 2017 |
| Reviewed | July 2018 |

I acknowledge:

- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____ / ____/____

(Print Name)