

Role Description

Position Details			
Job ad reference (JRN)	RK7F245253	Classification	AO5
Title	Consumer Consultant	Salary Range	\$83,751 - \$91,129 p.a.
Reports to	Service Integration Coordinator	Business Unit/Work Unit	Senior Management Team Central Queensland Mental Health Alcohol and Other Drugs Division (CQMHAODD)
Contact name	Susan Cameron	Status	Permanent Full Time
Contact phone	07 4920 5659	Location (+ secondary)	Rockhampton
Apply online	www.smartjobs.qld.gov.au	Closing Date	Wednesday, 5 July 2017

Why work for us?

We know that it is important for people to work in an organisation that provides more than just a job. Meaningful work, the capacity to balance life's priorities and the opportunity to develop and grow professionally are recognised as fundamental needs for our workforce.

We believe our people are responsible for the continued growth and success of our health service. When you join Central Queensland Hospital and Health Service's (CQHHS) you not only secure a job, but gain an exciting career and become part of our community pursuing our vision for 'Healthier Central Queenslanders'.

Our mission is to deliver quality, evidence-based integrated health services focused around the patient's journey that are sustainable effective, efficient and meet the needs of the community.

The philosophy of the CQ Way empowers our leaders and dedicated staff for continuous improvement. As we deliver quality care for the communities in which we operate, we evolve, grow and demonstrate commitment to our guiding values.

We are going through an exciting period of transition where we are redesigning our health care service delivery model. We need people like you to be part of the excitement to better position us to meet the emerging challenges and demands of patient care into the next decade.

About the role

The Consumer Consultant will promote, and give guidance to the development of consumer and carer participation and provide 'systems advocacy' in relation to consumer related issues.

The key purpose of this position is:

- To liaise and act as an advocate with consumers, carers, family, internal and external stakeholders to ensure the planning, delivery and evaluation of a consumer/carers focussed service.
- To enable consumer perspectives to be included in all aspects of mental health service planning, delivery and evaluation.
- To assist in the improvement of the mental health service's response to consumer needs.
- To communicate the broad views of consumers to mental health services and other relevant services.

These roles are supported under the Queensland Health Mental Health Plan and the National Standards Mental Health Services.

Organisational values

Central Queensland Hospital and Health Service is committed to its four guiding values which are core to all positions and articulate the behaviours that are required when working within the Health Service:

Care	Integrity	Respect	Commitment
We are attentive to individual needs and circumstances.	We are consistently true, act diligently and lead by example.	We will behave with courtesy, dignity and fairness in all we do.	We will always do the best we can all of the time.

While we implement our strategic plan objectives to achieve Healthier Central Queenslanders, our values provide the framework to focus our individual behaviours and performance outcomes.

Accountabilities and responsibilities

Accountabilities and responsibilities clarify the competency level and skills required to perform the duties of the role successfully. The ideal applicant will be someone who can best demonstrate their fit to both the organisation factors above and the accountabilities and responsibilities factors below:

The essential requirements for this role are:

- Fulfil the accountabilities of this role in accordance with CQHHS core values, as outlined above.
- Utilise well developed communication, consultation and conflict resolution skills to work collaboratively across multidisciplinary teams, other government and community based agencies and promote the Consumer, Family and Carer Participation Framework.
- Actively promote a consumer-focused recovery-oriented model of service delivery with consumers, carers and community as partners of care.
- Provide general feedback and advice to professional staff, team leaders and senior managers regarding consumer, family and carer participation, education, support and related issues.
- Develop and maintain effective relationships, networks and communication with consumer /carer groups and community organisations including being responsible for the dissemination of relevant information.
- Promote a recovery model of care by actively participating in education and training of consumers, carers and mental health professionals.
- Develop and maintain effective consumer participation in mental health service planning and delivery through a range of activities and forums.
- Consistently utilise the quality improvement cycle throughout planning and development activities and report findings to the Quality and Safety Committee.
- Network and consult with relevant National and State peak bodies, consumer organisations and the local Consumer Advisory Groups, which inform strategic planning and maintain current knowledge of consumer and carer participation.
- Actively investigate and identify areas for improvement to service policy, procedures and protocols from a Mental Health consumer's perspective.
- Provide support, feedback and maintain a close liaison with relevant consumer and carer groups.
- Participate in the recruitment of Mental Health Professionals as requested.
- Develop monthly reports on the consumer activities and participate in the data collection requirement of the CHHS and in the evaluation of programmes.
- Participate in professional development, supervision and in the performance appraisal and development process.
- Perform duties within the legislative requirements of the Human Resource Management practices and principles, including the Queensland Health Code of Conduct Guidelines, Selection and Recruitment guidelines and principles, Equal Employment Opportunity Legislation, Workplace Health and Safety requirements and the *Anti-Discrimination Act*.

What we are looking for?

You will be assessed on your ability to demonstrate the best fit for the role. Within the context of the responsibilities described above under 'About the role', the ideal applicant will be someone who can demonstrate the following:

- Promote and assist with the development, implementation and evaluation of a 'Recovery approach', advocating for consumer focused service delivery.
- Identify, represent and advocate for consumer and carer related issues at all levels of service delivery.
- Network with consumer and carer organisations at local, state and national level.
- Continue the development and implementation of projects and develop new consumer and carer related initiatives.

- Develop and facilitate effective consumer and carer participation in Mental Health Service planning and evaluation delivery through a range of activities and forums.
- High level of communication skills and ability to develop reports for the CQMHAOD Quality and Safety Committee.
- Work as a member of the multidisciplinary team, consult with and represent the team across all levels of service delivery and across consumer, carer and community groups.
- Knowledge of or the ability to acquire the knowledge of National Standards, National and State Mental Health Plans and policies and the District philosophy.

Qualifications/Professional registration/Other requirements

- The position is available to individuals who have a personal lived experience of mental illness.
- Certificate IV in Mental Health or equivalent would be highly regarded.
- The incumbent will be appointed to the service as a whole and will be required to work across sites and service components.
- This position requires the incumbent to operate a 'C' Class 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.

How to apply

1. Download all vacancy documentation provided. Download package is available from www.smartjobs.qld.gov.au using the job ad reference number (JRN) above. All applications must be submitted online via Smartjobs.
2. Thoroughly read the role description and Information for Applicants booklet provided and if unable to download documents email: Recruitment.Rockhampton@health.qld.gov.au quoting the job ad reference number (JRN) in the email subject line.
3. Provide the following information to the panel to assess your suitability:
 - a. **Your current CV or resume**, including referees. Referees should have a thorough knowledge of your work performance and conduct, and are to be or have been a recent 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 clearly indicate this on your resume.
 - b. **A short response (maximum 1–2 pages)** on how your experience, abilities and knowledge would enable you to achieve the accountabilities and responsibilities, meet the organisational values and "what we are looking for".
 - c. Include any additional forms or evidence as necessary from the panel, role description or *Information for Applicants* booklet.

What is on offer?

Total remuneration value up to **\$103,975 p.a.** comprising salary between \$83,751 - \$91,129 p.a.; (AO5); Permanent Full Time; Applications will remain current for 12 months.

- Up to 12.75% employer superannuation contribution
- Annual leave loading 17.5%
- Salary packaging
- Employee Assistance Program
- Work/life balance, variety and flexibility

Employee obligations

Fulfill the responsibilities of this role in accordance with QPS and CQHHS values as outlined here and in the Information for Applicants booklet provided.

Occupational Health and Safety

CQHHS aims to maintain a safe, healthy and secure work environment for all employees, clients, visitors and contractors. Achieving this aim is the responsibility of all.

All staff: are to follow defined service quality standards, occupational health and safety policies and procedures relating to the work being undertaken in order to ensure high quality, safe services and workplaces.

Management roles: are to participate in quality and safety activities such as clinical review, audit and case study presentations which assist learning within the quality and safety environment that can also incorporate the National Standards program.

Respect in the Workplace

The CQHHS values and respects the diversity of its workforce and believes that all its employees should be treated fairly and with dignity and respect. All employees of the Health Service must show respect for each other, visitors, the general public and contractors by treating them fairly and objectively, ensuring freedom from discrimination, sexual harassment, racial or religious vilification, victimisation and bullying. CQHHS is an equal opportunity workplace.

Vaccine Preventable Disease (VPD) Status

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: Hepatitis B, measles, mumps, rubella, varicella (chicken pox) and pertussis (whooping cough). Evidence of vaccination or proof that you are not susceptible to these diseases must be provided.

Additional information

- Applications will remain current for 12 months.
- Employees who are permanently appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment.
- Future vacancies of a temporary, full-time and part-time nature may also be filled through this recruitment process.
- Follow defined service quality standards, occupational health and safety policies and procedures relating to the work being undertaken in order to ensure high quality, safe services and workplaces.
- All relevant health professionals, who in the course of their duties formulate a reasonable suspicion that a child or youth has suffered, is suffering, or is at an unacceptable risk of suffering significant harm and may not have a parent able and willing to protect the child from harm, have a legislative and duty of care obligation to immediately report such concerns to Child Safety Services.
- 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* <https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WorkersCompA03.pdf>
- 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/publications/assets/policies/lobbyist-disclosure-policy.pdf>

Vision for the public service

To be a government of the 21st century, one government that is connected and working together to deliver smarter, simpler outcomes that are responsive to the needs of Queenslanders now and for the future. We will create opportunities in partnership that are all about positive outcomes rather than just service delivery and regulation.

To enable this vision, the Queensland Public Service (QPS) is transforming from a compliance focus to a more values-led way of working. The following **five values statements** underpin behaviours that will support and enable better ways of working and result in better outcomes for Queenslanders.



Customers first

Know your customers
Deliver what matters
Make decisions with empathy



Ideas into action

Challenge the norm and suggest solutions
Encourage and embrace new ideas
Work across boundaries



Unleash potential

Expect greatness
Lead and set clear expectations
Seek, provide and act on feedback



Be courageous

Own your actions, successes and mistakes
Take calculated risks
Act with transparency



Empower people

Lead, empower and trust
Play to everyone's strengths
Develop yourself and those around you

About Central Queensland Hospital and Health Service

Central Queensland Hospital and Health Service operates as an individual statutory body, overseen by a local Hospital and Health Board. The health service's performance results rank it among the best performing public health organisations in Queensland. The health service provides health care to the Central Queensland catchment area of approximately 250,000 people, with an estimated growth rate of 1.5% in the next five years, and more than 2,500 dedicated staff delivering quality health care.

Central Queensland Mental Health Alcohol and Other Drugs Service (CQMHAODS):

Central Queensland Mental Health Alcohol and Other Drugs Service provides specialist mental health, substance and alcohol related care to residents of Rockhampton, Yeppoon, Gladstone, Biloela, Moura, Woorabinda and Central Highlands districts and adult patients of the Central West Hospital and Health Service (catchments in excess of a population of 250,000).

Rockhampton is the principal service centre for this area and as such provides the medical coverage, professional supervision, and administration of the *Mental Health Act, 2016*, support for accreditation and implementation of programs as well as acute inpatient facilities for the Central Queensland Mental Health teams.

Rockhampton Mental Health Service Inpatient Unit, Older persons Inpatient Unit and Acute Care Team are located on the campus of Rockhampton Hospital. The Rockhampton Mental Health Community Services Team is located in the CBD of Rockhampton. The service maintains strong links with the specialised mental health services in southeast Queensland.

List of Services Offered:

- Acute and community based adult psychiatry
- Alcohol and Other Drugs Services – community based, servicing Rockhampton, Capricorn Coast and Gladstone.
- Extended hours crisis response – via Acute Care Team at Rockhampton
- Acute Adult and Older Persons Mental Health Inpatient Units at Rockhampton
- Child and Adolescent psychiatry – Community based with Inpatients admitted to Paediatric ward at Rockhampton Hospital
- Electro-convulsive Therapy – Rockhampton Base Hospital
- Outreach psychiatry clinics and consultation – Gladstone, Capricorn Coast, Banana, Woorabinda, Blackwater, Emerald and Gemfields.
- Consultation/liaison psychiatry
- Indigenous mental health services
- Prison Mental Health Services
- Community Care Unit – Extended Care Unit at Rockhampton
- Psychogeriatrics - Community based in Rockhampton and Yeppoon and Inpatients admitted to Acute Older Persons Mental Health Inpatient Unit at Rockhampton Hospital.

Want to learn more?

CQ Health jobs hub: www.cqhealthjobs.health.qld.gov.au | CQ Health corporate site: www.health.qld.gov.au/cq |

Rockhampton: <https://www.health.qld.gov.au/services/central-queensland/rockhampton>

Organisational Chart

