

Position Title:	Consumer Peer Worker. Testimonial Space Pilot Project. Upton House
Award Classification:	Consumer Consultant, YD 3 – YD 5
Award / Agreement Name:	Victorian Public Mental Health Services Enterprise Agreement 2016 – 2020
Current Effective Date:	March 2017
Next Review Date:	December 2018
Reports to:	Nurse Unit Manager, Upton House Clinical Head Acute Inpatient AMHS

1. ORGANISATIONAL INFORMATION

Our Vision

Great health and wellbeing.

Our Mission

To provide positive health experiences for people and communities in the east.

Organisational Environment

Eastern Health provides a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care and community health services to people and communities that are diverse in culture, age and socio-economic status. These services are provided both on an inpatient and outpatient basis. These services and programs are supported by staff who possess an unparalleled commitment to patient care as well as teaching and research.

The strategic goals are fully detailed in the Eastern Health i-learning orientation.

Eastern Health Values

Eastern Health values reflect who we are as individuals and as an organisation, and are testament to the Eastern Health Mission Statement; they include the concepts of Excellence, Accountability, Compassion, Team Work, Integrity, Respect and Collaboration.

The Eastern Health Values are fully detailed in the Code of Conduct which is covered in the Eastern Health i-learning orientation.

2. POSITION SUMMARY

This position is an integral part of the Testimonial Space Trial being piloted at Upton house and will be time limited for the duration of the project.

Eastern Health is committed to the reduction and where possible elimination of seclusion and restraint in the Mental Health Program. Research shows that seclusion and restraint have the potential to be experienced as highly traumatic, over the short and long term (Freuh et al, 2005; Robins et al, 2005). Additionally, these interventions can retrigger past experiences of trauma (Whitecross, Seary, & Lee, (2013).

Focus groups and discussion within the acute inpatient units has revealed many consumers would appreciate the opportunity to be heard, provide solutions to health care workers and be given the opportunity for collaborative decision making to drive their health care.

The purpose of a Testimonial Space being offered post a restrictive intervention (seclusion or restraint) is to provide an opportunity for the consumer's experience to be acknowledged and, to enable feedback to be provided to the organisation and decisions made regarding service delivery improvements that may prevent such interventions being used in future episodes of care.

The Testimonial Space is a structured therapeutic intervention of up to one hour's duration providing the consumer with an opportunity to express their experiences of the restrictive intervention. It provides consumers a safe setting in which to explore their experience, reducing trauma and impact and creating an understanding for staff of the consumer experience. A selection of non-verbal/sensory objects will be offered to provide a range of media for the consumer to best express themselves including kinetic sand, mood cards and figurines,

3. MAJOR DUTIES AND/OR RESPONSIBILITIES

The Consumer Peer Worker, in collaboration with a senior staff member, will work within the mental health service to:

- Provide and facilitate a Testimonial Space for Consumers who have recently experienced a restrictive intervention such as seclusion or restraint.
- Support consumers using the Testimonial Space to be involved in decision making about their own care and treatment.
- Support consumers using the Testimonial Space to communicate their treatment preferences to their treating team
- Support consumers using the Testimonial Space to complete an Advanced Directive if that is their wish.
- Support consumers using the Testimonial Space to make a complaint if that is their preference
- Participate in scheduling follow-up research interviews to evaluate the effectiveness of the Testimonial Space intervention
- Facilitate the improvement of the mental health service's responsiveness to consumer's needs in their recovery journey.
- Work collaboratively as a key member of the inpatient psychiatric unit team to develop and maintain processes that support identification, referral and engagement in the Testimonial Space Intervention.
- Be involved in consumer groups on wards as necessary to build relationships of trust and understanding with consumers.
- Engage and work collaboratively with other members of the mental health program, including consumer/carer/peer workforce and advisory groups.
- Participate in handover, clinical review, and other meetings as relevant.
- Maintain records on consumer contact, for the purposes of project monitoring and evaluation
- Comply with and contribute to the further development of information and reports on the activity and outcomes of the Testimonial Space Pilot Project
- Attend supervision and peer meetings as required, including Peer Support Reflective Practice.
- Contribute to quality improvement, policy and program development in the Mental Health Program from a consumer perspective using the lived experience.

4. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Provide and maintain so far as is practicable a working environment that is safe and without risk to health. Take care of your own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines.

Comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

5. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

Training will be facilitated around the modalities used in the Testamonal Space by the Reducing restrictive Interventions Consumer Debriefing Project team.

6. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

7. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2000.

8. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

9. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria
- Attachment 2 Key Result Areas /Key Performance Indicators
- Attachment 3 Eastern Health /Department Information

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Signed: _____
Enter Manager's Title

Date: ____/____/____

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above
Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

- Lived experience as a person who has been a consumer of public mental health services.
- Understanding of mental health peer support principles and ability to use peer support to provide hope and a belief in recovery.
- Understanding and appreciation of the principles of recovery, including social connectedness, holistic care provision and peer based examples of wellness.
- Understanding a strengths based model of recovery.
- Demonstrated understanding and empathy of the broad impact of mental illness on consumers and carers/families.
- Ability to maintain participant confidentiality and privacy as per relevant Acts.
- Ability to work within a multidisciplinary team including ability to express own viewpoint and respect the views of others.
- Ability to seek assistance and escalate issues to senior staff.
- Understanding of the need to be sensitive to the needs of people from diverse backgrounds including Aboriginal and Torres Strait people, Culturally and Linguistically Diverse people.
- Effective communication skills.
- Ability to manage time and resources effectively.
- Basic proficiency in computer skills.
- A satisfactory Police Check is required prior to appointment.

Highly Desirable

- Experience working in a peer support role
- Experience in developing and using an Advanced Statement
- Sound knowledge of the relevant legislation (including Mental Health Act) and frameworks for recovery oriented practice pertaining to working in mental health and with consumers, carers/families.
- CERT IV in Mental Health Peer Work
- Experience working in research
- Current Victorian Driver's licence.

ATTACHMENT 2

Key Result Areas /Key Performance Indicators

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Key Performance Indicators

- Testimonial Space offered to all consumers who have experienced a restrictive intervention within 72 hours of the restrictive intervention occurring
- Testimonial Space is offered 3 times
- Testimonial Space users are offered the opportunity to participate in the research interview
- Research records are accurately kept

ATTACHMENT 3

Eastern Health/Department/Specialty Information & additional position requirements

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Department / Specialty Area	Mental Health Program
Campus / Physical Location	Adult Inpatient Unit – Upton House, Boxhill

SPECIALTY SPECIFIC INFORMATION

ORGANISATIONAL CONTEXT

Eastern Health is a leading provider of Health care in the eastern region of Melbourne and incorporates Acute: Aged Care, Rehabilitation and Community Health (ACRCH); and Mental Health and Alcohol & Drug Services across a number of large, medium and small work locations.

The Mental Health Program provides services across the Eastern Metropolitan Region encapsulating the communities surrounding the Maroondah, Box Hill, Angliss, Yarra Ranges, and Peter James Centre Hospitals. Our services cover the continuum of care and include both inpatient and community based services.

LOCAL WORK ENVIRONMENT

The Testimonial Space Pilot Project will take place on the Adult Inpatient Unit at Upton House. This unit is a 25 bed ward caring for people from 18 – 65 years of age. It has 20 low dependency beds on the open ward and 4 intensive care area beds with another bed that can swing between both area's.

You will also work with the Reducing Restrictive Interventions (RRI) Consumer Debriefing Project Team

Reducing Restrictive Interventions Consumer Debriefing Project

The purpose of a testimonial space being offered post a restrictive intervention (seclusion or restraint) is to provide an opportunity for the consumer's experience to be acknowledged and, to enable feedback to be provided to the organisation and decisions made regarding service delivery improvements that may prevent such interventions being used in future episodes of care.

When a restrictive intervention has occurred, the consumer of Eastern Health is provided the opportunity to express their experience – either verbally or by using a range of sensory tools available to assist with the expression of their experience to a senior clinician and a consumer peer worker. Items such as kinetic sand, mood cards, figurines will all be available to assist the individual to best express their experience. Individuals are provided the opportunity to make decisions about what they would like to see happen next, whether at the individual or systemic level. For example, the consumer may wish to make a complaint, or to have new information documented on their file, make an Advanced Statement or there may be remedial actions the service needs to take such as changing a policy or process. The consumer's experience of the restrictive intervention should be explored at a time and place of their choosing, and they should be given a choice of with whom he or she would like to discuss the experience. The location of the testimonial may require collaboration and some negotiation depending on the circumstances.

Consumer testimony involves the provision of a purposeful therapeutic space for reflection, listening to the consumers experience surrounding an episode of restriction. It can lead to positive practice, cultural and systems changes. It provides consumers a safe setting in which to explore their experience, reducing trauma and impact and creating an understanding for staff of the consumer experience. Research has found services which promote forms of debrief after a restrictive intervention as part of their program decrease fear, isolation, and helplessness in both consumers and staff replacing it with increased hopefulness, responsibility sharing and trust.

Role of the Consumer Peer Worker

- Consumer peer worker attends the ward 3 days per week to review with the Senior Nurse who has experienced a recent restrictive intervention
- The Consumer Peer Worker gains consent of the individual to participate in the testimonial space..
- Consumer peer worker and designated senior staff member provides therapeutic space unless the consumer has specifically requested a different person provide this space.
- Documentation regarding the content of the testimonial will be discussed at the outset of the time, including: where a consumer may wish information to be held or to whom it may be presented/released, along with openness by clinicians regarding their own documentation obligations. Documentation may include:
 - any clinical issues where risk is identified as per Clinical Risk CPG practice,
 - notes which are either written by the consumer or where content is agreed to by the consumer.
 - Formal complaint as per EH process
 - Commencement of an Advance Statement to identify consumer treatment preferences
- Offering a person who has participated in a Testimonial Space the opportunity to participate in a research interview and gathering follow-up information to be shared with the research assistant