



## Role Description

<b>Position Title:</b>	Consumer Companion		
<b>Business unit:</b>	Consumer and Carer Engagement Service	<b>Division:</b>	Mental Health and Specialised Services
<b>Position ID:</b>	32007323 / 32006839	<b>Location:</b>	Wacol and Ipswich
<b>Classification:</b>	AO2	<b>Contact:</b>	Stacey Agar
<b>Salary:</b>	\$30.48 – 35.38 per hour	<b>Telephone:</b>	0400 183 828
<b>Employment status:</b>	Casual	<b>Closing date:</b>	<b>Wednesday 12 July 2017</b> Applications will remain current for the duration of the vacancy.
<b>Vacancy reference:</b>	<b>WM06246154</b>		

### About this role

This position provides interaction and support to consumers (patients) within acute and extended treatment mental health units of Mental Health and Specialised Services. The support and positive interaction the consumers receive through the Consumer Companion Program helps consumers to become more positive about their care and inspires hope for the future.

#### The key accountabilities of the role are:

- Interpersonal and communication skills, demonstrating integrity, initiative, tact and discretion and the ability to deal effectively with staff and consumers.
- Ability to work autonomously and show initiative in solving basic problems within established guidelines under minimum supervision.
- Provide recovery-oriented, consumer-focussed peer support to consumers enabling them to access activities which aim to enhance their recovery.
- Liaise with healthcare professionals when working in inpatient units.
- Undertake basic level administrative tasks as required for the role.
- Provide and maintain a high degree of confidentiality to ensure consumer and staff privacy in all aspects of the position.
- Contribute to the Consumer and Carer Engagement Service team's goals in a changing work environment.
- Ensure engagement with West Moreton Hospital and Health Service consumers, carers and family members to enable active involvement at a treatment level and across all aspects of service delivery.
- Actively contribute to maintaining a safe workplace that values the health and safety of co-workers, clients or visitors.
- Actively contribute to developing and maintaining a culture where staff are vigilant to risks to themselves, their co-workers, clients or visitors (including health and safety, business and operational risks).
- Actively participate in the Health Service Performance Planning and Appraisal and Individual Development Planning processes.

### Staffing and budget responsibilities

- This position has no staffing responsibilities.
- This position reports to the Consumer Consultant.

### Mandatory Qualifications / Professional Registration:

- Personal lived experience, knowledge and understanding of mental illness as a consumer of a mental health service is a mandatory requirement for this role.
- Please note: There is no guaranteed minimum number of shifts offered per fortnight. There is an expectation that casual Consumer Companions will be available to work at short notice. Consumer Companions must be prepared to accept a job placement consistent with organisational convenience.
- This position may be required to work across the various facilities throughout the West Moreton Hospital and Health Service.
- 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 as required by HED 01/16 Vaccine Preventable Diseases (VPD) Requirements/HR Policy B1 [measles, mumps, rubella, varicella (chicken pox), pertussis (whooping cough), hepatitis B.



## How you will be assessed

You will be assessed on your ability to demonstrate the following key capabilities, knowledge and experience. Within the context of the responsibilities described above under 'About this role', the ideal applicant will be someone who can demonstrate the following:

- Sound level communication skills with a consumer focus.
- Ability to identify and deliver non-clinical peer support to people with a mental illness based on recovery principles.
- Ability to work autonomously and show initiative in solving basic problems.
- Ability to perform a range of peer support tasks, e.g. role modelling recovery, playing games, doing activities.
- Ability to utilise time management principles in order to support a number of consumers.
- Ability to work within established guidelines under minimum supervision and contribute to team goals in a changing work environment.

## Your application

Please provide the following information to the panel to assess your suitability:

- Your current CV or resume, including the names and contact details of two referees. Referees should have a thorough knowledge of your capabilities, work performance and conduct within the previous two years, and it is preferable to include your current/immediate/past supervisor
- A short response (maximum 1-2 pages) on how your experience, abilities, knowledge and personal qualities are relevant for the role, taking into account the Key Capabilities.

## How to apply

- The Health Service prefers candidates to apply for roles online through [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au). If you apply online you can track your application during the selection process, maintain your personal details and contact details and withdraw your application if necessary.
- If you experience any technical difficulties when accessing [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au) please contact 13QGOV (13 74 68).
- All calls relating to the status of your application once the job has closed should be directed to the contact officer on the role description.
- Late applications cannot be submitted online.

## Additional information

- Applications remain current for 12 months or if temporary, for the duration of the vacancy.
- Future vacancies across the West Moreton Hospital and Health Service (WMHHS) of a temporary, full-time and part-time nature may also be filled through this recruitment process.
- Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services that involve children will require a blue card, unless otherwise exempt.
- If you experience any technical difficulties when accessing [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au) please contact 13 QGOV (13 74 68). All calls relating to the status of your application once the job has closed should be directed to the contact officer on the role description.
- Employees who are permanently appointed to West Moreton may be required to undertake a period of probation appropriate to the appointment.
- Employees who are appointed to West Moreton are to maintain data quality and manage all information in accordance with legislation, standards, policies and procedures.
- Employees who are appointed to West Moreton may be required to travel and work across various facilities throughout the Health Service.
- All relevant health professionals, 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.
- Applicants will be required to give a statement of their employment as a lobbyist (<http://www.psc.qld.gov.au/publications/assets/policies/lobbyist-disclosure-policy.pdf>) within one month of taking up the appointment.
- 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.
- Only applications from candidates will be accepted; applications that may result in an agency fee will not be considered.
- For information about the Public Hospital Fringe Benefits Tax (FBT) Exemption Cap please refer our salary packaging providers: RemServ at <http://www.remserv.com.au> or Smartsalary at <https://qld.smartsalary.com.au/>. Questions about salary



packaging can be directed to the RemServ Customer Care Centre on 1300 30 40 10 or the Smartsalary Customer Support on 1300 218 598.

## About West Moreton Hospital and Health Service

West Moreton Hospital and Health Service has a long and proud history of caring for the communities of Ipswich, Boonah, Esk, Laidley and Gatton. The hospital and health service is one of the largest employers in the region, employing more than 2,800 staff.

West Moreton Hospital and Health Service delivers health services in a mix of metropolitan and small rural community settings and services a population of about 260,000 people. The Health Service catchment is the third fastest growth area in Australia, with the population forecast to increase by 77 per cent to 450,000 people by 2026 (based on information available at April 2015). The projected increase in population is the largest of any Hospital and Health Service in Queensland. The Health Service has excellent prospects for growth which makes it an ideal employer for those seeking to develop their career.

The Hospital and Health Service delivers health services across the continuum of care: preventative and primary health care services, ambulatory services, acute care, sub-acute care, oral health and mental health and specialised services (including Offender Health and Alcohol and Other Drugs). West Moreton also has a major teaching role, providing both undergraduate and postgraduate clinical experience for members of the multi-disciplinary healthcare team and has accountability for state wide research and learning facilities for mental health.

Our Health facilities include:

- Ipswich Hospital
- Ipswich Community Health Plaza
- Boonah Health Service
- Esk Health Service
- Gatton Health Service
- Laidley Health Service
- Goodna Community Health
- The Park – Centre for Mental Health, Treatment, Research and Education
- Gailles Community Care Unit
- Ipswich Community Dental Clinic

## Visit the area/Hospital and Health Service/division website:

For more information please visit our website: <https://www.westmoreton.health.qld.gov.au/>

To find out more about Queensland Health, visit: [www.health.qld.gov.au](http://www.health.qld.gov.au)

## West Moreton Hospital and Health Service core values

**Really care:** Every day we are proud of how we care for our patients, how we work together and how we deliver our work.

**You matter:** We are part of the community we serve. What is important to our community is important to us. We respond to your feedback about our work, our attitude, the services we provide and the way we provide them.

**We deliver:** Our patients, their families, our colleagues, our staff, our partners and our community can be confident in our people and our services. We honour our commitments.

**Be the best:** We are here to make our patients' healthcare experience the very best it can be. We aspire to realise our vision and be proud to deliver healthcare excellence.

West Moreton Hospital and Health Service is committed to delivering patient centred highly reliable care through excellent health, excellent care and excellent value.

## About the Division

The Mental Health and Specialised Services (MHSS) division is responsible for delivering high quality, comprehensive mental health, alcohol and other drugs and prison health services across West Moreton region. The division comprises of four streams; Strategy and Performance, Prison Health Services, Community and Acute Services, and Forensic and Secure Services. Forensic and Secure Services incorporates state wide/ multi HHS clinical services through High Security Inpatient Services, Extended Treatment and Rehabilitation Forensic Unit, Secure Mental Health Rehabilitation Unit and Prison Mental Health Services.

In addition, MHSS is responsible for state wide specialised services including Queensland Centre for Mental Health Learning, Queensland Centre for Mental Health Research and Queensland Mental Health Benchmarking Unit.

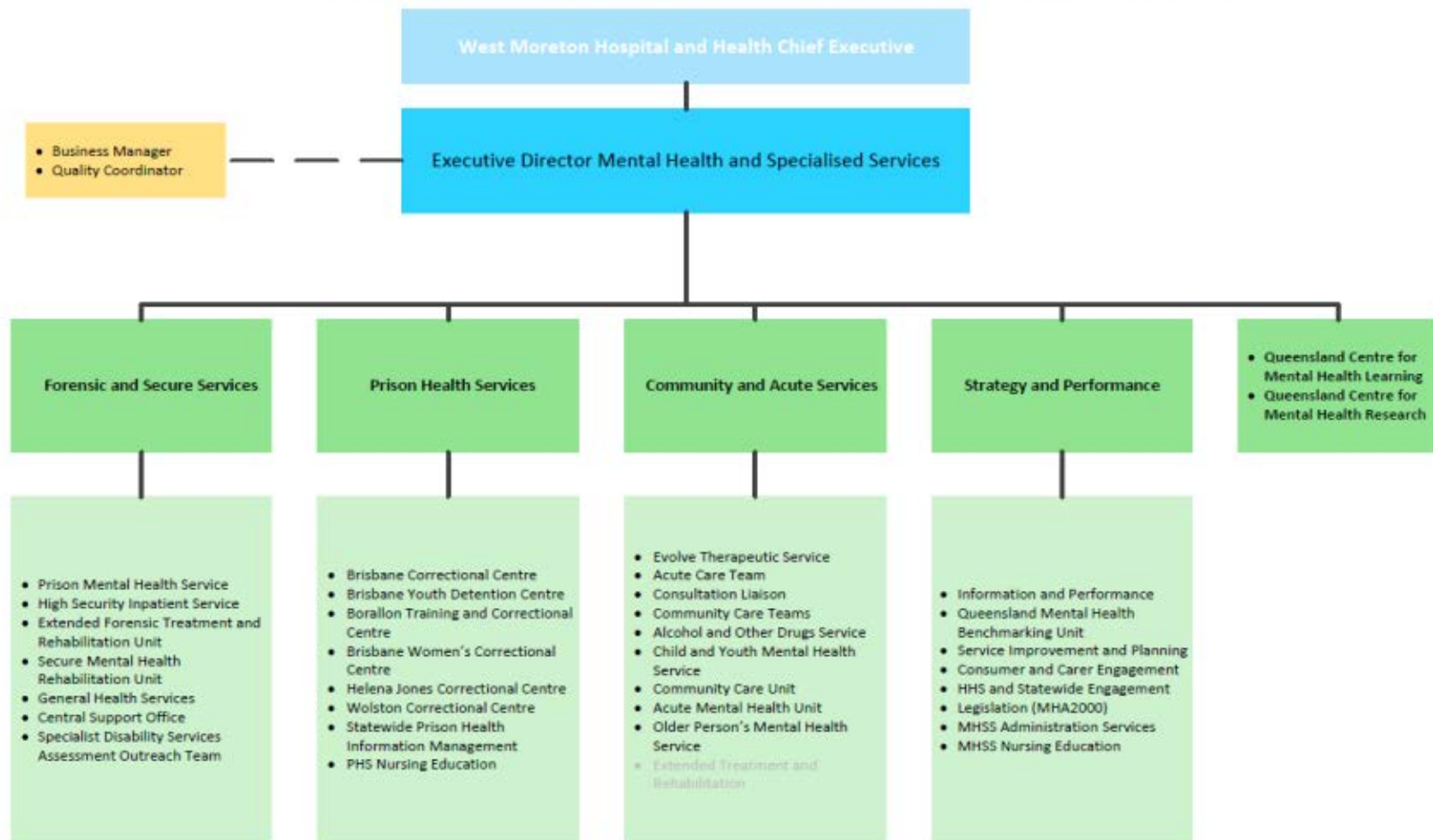


## About the Unit

The Consumer and Carer Engagement Service is a workforce of consumers and carers with a lived experience and others with a vested interest in consumers of mental health services. Staff within the Consumer and Carer Engagement Service provide support to consumers and staff across the Mental Health and Specialised Services Division.

## Organisation chart

### Mental Health and Specialised Services Divisional Structure



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