

Position Description

Position title:	Mental Health Consumer Project Officer – Western Cluster/VMHILP
Portfolio/service:	Western Cluster, North Western Mental Health
Location:	RMH Parkville Campus
Reports to:	Manager Western Victorian Mental Health Learning and Development Cluster
Award:	Victorian Public Mental Health Services Enterprise Agreement 2016 – 2020
Classification:	Community Development Worker CL 3 Year 1
Employment status	0.5 eft
Date of Review:	June 2017

Melbourne Health is Victoria's second largest public health service, employing over 8,900 staff and managing over 1,400 beds. We provide comprehensive acute, sub-acute, general, specialist medical and mental health services through both inpatient and community based facilities through the following services: The Royal Melbourne Hospital – City Campus, The Royal Melbourne Hospital – Royal Park Campus, North Western Mental Health, and The Doherty Institute for Infection and Immunity. We provide one of the two adult major trauma services to the state of Victoria.

Melbourne Health provides services to the culturally diverse communities of northern and western metropolitan Melbourne, as well as providing general and specialist services to regional and rural Victorians as a tertiary referral service. All Melbourne Health services provide person-centred care. This ensures that the care received is timely, patients and family/carers are treated with respect, and that effective communication occurs with patients and family/carers about all aspects of care.

NorthWestern Mental Health (NWMH) provides a comprehensive, integrated range of services to people with a serious mental illness in North-Western Melbourne. A multi-disciplinary workforce of 1,700 staff provides services through four Area Adult Mental Health Services (Inner West, Mid West, North West and Northern), an Aged Persons' Mental Health Program and a Youth Mental Health Service – ORYGEN Youth Health. NWMH is a clinical division of Melbourne Health and operates in partnership with Northern Health and Western Health.

The Western Victorian Mental Health Learning & Development Cluster (Western Cluster) is a Victorian Department of Health and Human Services (DHHS) initiative, introduced in 2004. The Training Cluster is a collaborative grouping of nine mental health services across the western region of Victoria, targeted at improving the quality of, and access to, mental health education and training. The Western Cluster is also the lead agent for the DHHS funded Victorian Mental Health Interprofessional Leadership Program.

The Victorian Mental Health Interprofessional Leadership Program is a DHHS funded initiative that commenced in 2014. It comprises members from the medical, nursing, allied health and lived experience workforces, from Victorian Area Mental Health Services. Individuals from this program have formed to become the Victorian Mental Health Interprofessional Leadership Network (VMHILN). The Network aims to provide a collective

interprofessional mechanism for collaborative statewide leadership initiatives, and also responds to requests from the DHHS, and other stakeholders, to facilitate projects/work that improve service delivery.

Melbourne Health's Vision

To be the first in Care, Research and Learning.

Melbourne Health's Values

- **Caring** – We treat everyone with kindness and compassion
 - **Excellence** – We are committed to learning and innovation
 - **Integrity** – We are open, honest and fair
 - **Respect** – We treat everyone with respect and dignity at all times
 - **Unity** – We work together for the benefit of all
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Our Priorities

Melbourne Health Strategic Plan 2015-2020 – Transforming Health is our plan for the future – one which we are committed to achieving together.

This position contributes to the achievement of the six Strategic Priorities, articulated in the plan:

1. Care and Outcomes
 2. Patient and Consumer Experience
 3. Innovation and Transformation
 4. Workforce and Culture
 5. Collaboration
 6. Sustainability
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Position Summary for

As a member of the Western Cluster Team, the Consumer Project Officer is responsible for contributing their knowledge and experience to team decision-making, planning, implementation and evaluation; the key aim is to support and strengthen the coordination and sustainability of the Victorian Mental Health Interprofessional Leadership Program (VMHILP). Whilst the focus of this role is primarily targeted toward the operations of the VMHILP, the incumbent will also support Western Cluster workforce learning and development activities.

Key Accountabilities

- Work collaboratively with the VMHILP Manager to strengthen VMHILP activities/outcomes
- Support effective project management – in collaboration with the VMHILP Manager, develop and work to timelines, identifying, and creating if necessary, the documents and resources required
- Ability to both respond and report to a steering committee on a regular basis
- Ability to work within reasonable deadlines, and to establish day to day priorities and scheduling
- Ability to use computer software including Word, Excel, PowerPoint, Outlook and the internet
- High level written and verbal communication skills, including ability to communicate clearly and effectively with all internal/external stakeholders
- Established influencing skills
- Ability to work co-operatively in a team environment

Required Capabilities

The Capability Development Framework applies to all Melbourne Health employees and describes the capabilities that are needed to meet our strategic goals.

Below is the full list of capabilities and the level required for the position. The capabilities in bold are considered those that the incumbent should demonstrate ability on appointment.

Capability Name	Attainment Level
Organisational savvy	Consolidation
Communicating effectively	Consolidation
Building relationships	Consolidation
Consumer care	Consolidation
Working safely	Consolidation
Utilising resources effectively	Consolidation
Innovation and continuous improvement	Consolidation
Adaptability and resilience	Consolidation
Integrity and ethics	Consolidation
Delivering results	Consolidation
Analysis and judgement	Consolidation
Developing and managing skills and knowledge	Consolidation

Key Performance Indicators

Your performance at Melbourne Health will be measured through your successful:

- Demonstration of Melbourne Health values, being a role model for living the values;
- Collaboration with and engagement of others to achieve outcomes – your demonstration of a team based approach to your work;
- Successful completion of required training activities, including training related to the National Standards;
- Ability to operate effectively within allocated resources;
- Achievement of Melbourne Health and portfolio specific KPI targets as they apply to your area of responsibility;
- Participation in and satisfactory feedback through the annual performance review process; and, where applicable, ensure all your direct reports have an individual development and work plan including an annual review;
- Ability to take accountability for all reasonable care to provide a safe working environment within your area of responsibility and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity.

Key Relationships

Internal

- Manager, Western Cluster
- Manager, VMHILP

- Western Cluster Steering Committee
- Western Cluster Governance Committee
- Program Coordinator, Mental Health Training and Development Unit

External

- VMHILP Network Steering Committee
 - VMHILP Network
 - Department of Health and Human Services, Victoria
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Key Selection Criteria

Essential:

- Minimum diploma level in health, welfare, community development, and/or adult education, or other relevant qualification/equivalent experience
- Lived experience of mental ill health and recovery
- Experience working in a dedicated lived experience role
- Ability to travel throughout the state of Victoria, sometimes requiring overnight stays away from home
- A current driver's license

Highly Desirable:

- Qualitative and/or quantitative research skills
- Report writing skills

Work Environment

Health Safety and Wellbeing Responsibilities

Melbourne Health endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

- Take reasonable care for their own safety and that of anyone else that could be affected by their actions;
- Speak up for safety – the safety of patients, consumers, colleagues and visitors;
- Accept responsibility for ensuring the implementation of health and safety policies and procedures; and
- Fully co-operate with Melbourne Health in any action it considers necessary to maintain a working environment which is safe and without risk to health.

Melbourne Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace.

General

- The appointment is 0.5EFT for three years (July 2017 – June 2020)
- The role may require occasional flexibility of working hours and attendance at events and/or meetings off campus.
- The position is a fixed-term appointment subject to 6 month review period

The incumbent will participate in a performance appraisal six months after appointment with the Manager, Western Cluster and Manager, VMHILP.

All Melbourne Health employees are required to provide to Melbourne Health the following documents prior to commencement; (Failure to provide this information will delay your start date)

- A consent form to conduct a police records check
- A Statutory Declaration relating to police certificate requirements pursuant to the Aged Care Act 1997
- Presentation of mandatory Personal Identification
- Certified copies of qualifications and registration if applicable
- Completed Immunisation Assessment form and evidence of immune status (Blood test results) to vaccine preventable diseases prior.

Melbourne Health is a smoke free environment.

Acceptance

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that Melbourne Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

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.../...../2017

Employee Signature

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Employee Name (*please print*)

