

## Position Description

<b>SERVICE AREA:</b>	Mental Health Respite: Carers Support
<b>POSITION:</b>	Carer Peer Support Worker (MHR:CS)
<b>PROGRAM AREA:</b>	Queensland
<b>REPORTS TO:</b>	Program Senior Peer Support Worker
<b>DIRECT REPORTS:</b>	Nil
<b>HOURS:</b>	38
<b>AWARD:</b>	The position is attached to the SACs agreement
<b>REMUNERATION:</b>	The relevant classification and remuneration will be determined pending the qualifications and experience of the successful applicant. Employed under Social and Community Services (SACS) 2013-2015 Award as a Community Development Worker
<b>REVIEWED BY:</b>	Manager Strategic and Development, Southern Queensland
<b>DATE LAST REVIEWED:</b>	04 <sup>th</sup> July 2017
<b>DELEGATION LEVEL:</b>	<b>Nil</b>

EACH is a community-responsive, innovative organisation that provides leadership and excellence through the provision of a diverse range of integrated services that improve health, wellbeing and community participation.

We recognise that social inequity, disability and discrimination underpin many of the life experiences of the most disadvantaged people in our communities. Our commitment to social justice is at the heart of all we do. Our values and our practices are aimed at providing accessible, integrated and client centred services based on the social model of health - especially targeted to those who are most disadvantaged or at risk.

Consequently all employees have a responsibility for contributing to:

- integrated multi-disciplinary teamwork;
- a process of continuous quality improvement
- ensuring services are highly accessible and proactively inclusive of consumer and community diversity including sex and sexual orientation, colour, race, ethnic and national origins, age, religious and ethical beliefs, disabilities, political views, illness, marital status and family responsibilities.

These principles are shared by all services provided by EACH across Australia, which include:

- primary health care;
- older adult and disability community support;
- psychosocial support;
- health promotion;
- mental health community support;
- social housing;
- alcohol and other drug recovery;
- a range of counselling services including: depression and anxiety, problem gambling, financial counselling and post trauma support;
- a wide range of child, youth and family services;
- employment support services.

## PRIMARY OBJECTIVE

The key objective of this role is to:

The Carer Peer Support Worker is required to provide peer support and information to Carers of individuals experiencing a mental illness who are currently receiving inpatient treatment from the Ipswich Hospital Mental Health Unit, drawing on your own lived experience as carer to provide support, advice and secondary consultation to clinical teams. The Peer worker will work closely with Hospital and Health Service staff and as part of the team to achieve the goals of the Carer.

### 1. Service Delivery (80%)

- To provide strengths-based, trauma-informed and recovery-oriented peer support to Carers/family members of inpatients of the Ipswich Hospital Mental Health Unit
- Provide direct individually tailored support to Carers/family members of inpatients of the Ipswich Mental Health Unit:
  - i. The development and maintenance of professional and trusting relationships;
  - ii. The development and maintenance of strength based approach which incorporates the specific needs of each individual Carers/family members focusing on skill and knowledge development, practical and ongoing support requirements
  - iii. Provision of information for advocacy and referral.
- Plan, facilitate and evaluate support focused activities
- Sharing of personal experience of recovery in a way which is purposeful and intentional for the benefit of the Carers/family member
- Role modelling to both Carers/family member and staff that recovery is possible and fostering hope in others
- Using Peer experience to provide support for Carers/family members
- Advocate on behalf of Carers/family members to ensure that their needs are heard by the Clinical Teams and Hospital staff
- Support Carers/family members to achieve more confidence in their own abilities to care for their loved one
- Work collaboratively with the team to identify Carers/family members needs and develop a family sensitive approach to practice
- Ensure that all services are delivered in accordance with relevant legislation, as well as EACH and Qld Health, codes of conduct and operational policies and procedures.

### KEY PERFORMANCE INDICATORS

- Uses lived experience to support and engage carers in building their capacity to care for their loved one
- Carers/family members receive appropriate supports from Carer Peer Support Worker
- Carers/family member connects with peers through activities to form an informal support base
- Carer Peer Worker and Hospital Staff have effective communication and collaboration with a person centred approach
- WH&S procedures are complied with at all times ensuring safe work practices especially in the area of safety in outreach and group activities

### 2. Record Keeping and Data Maintenance (10%)

- Complete all organisational accountability and reporting requirements in an accurate and timely manner.
- Maintain client notes completed upon discharge of the patient from either the Logan or Ipswich Mental Health Unit. Collect program consent form. Maintain EACH's Data sheet with required information and also DEX for departmental requirements
- Maintain strict confidentiality with regard to information and data accessed in the course of carrying out the duties described above.
- Report all client and staff incidents in accordance with EACH's policy and Procedures.

- Regular handover/ updates to the Hospital and Health Services relevant Staff members
- Provide reports as required by EACH.

#### KEY PERFORMANCE INDICATORS

- All carer reports are submitted by close of business on the Friday of the week their service ends
- All consent forms are completed and signed in accordance with our legislative requirements
- Strict confidentiality is maintained regarding all information access in the course of carrying out duties
- All incidents are reported immediately in accordance with EACH's policy and procedures

### 3. Organisation (10%)

- Participate in staff meetings, program planning, professional development sessions and staff training as required
- Actively participate in reflective practice through team meetings, decision making processes, service planning sessions, supervision and staff development activities
- Contribute to a workplace environment and culture which supports peers, develops teamwork and ensures the provision of quality services for carers

#### KEY PERFORMANCE INDICATORS

- All accountability requirements met to a high standard
- Positive teamwork is consistently achieved

#### MANDATORY REQUIREMENTS FOR ALL EMPLOYEES

- **Qualifications and Scope of Practice** - All employees will perform duties within the scope of practice of the role, and according to the verification of credentials (qualifications, registrations and professional competencies).
- **Mandatory Training Requirements** – All employees will complete mandatory training requirements to support the delivery of safe and effective service provision. Induction must be completed within a timeframe of two weeks upon commencement of employment
- **Criminal History Check**- The successful applicant will be required to undergo a Criminal History Check (and Working With Children Check – if applicable to their role). Where an applicant has resided continuously in an overseas country for 12 months or more in the last ten years, they will be required to provide EACH with an international Criminal History Check
- **Immunisation Status** – The successful applicant will be required to provide EACH with serological immunity or vaccination history (if applicable to their role).
- **Social Inclusion and Equal Employment Opportunity** - All employees will perform their duties in accordance with EACH's Social Inclusion and EEO policy.
- **Health and Safety**- All employees will perform their duties in accordance with EACH's H&S policy.
- **Privacy and Confidentiality** - All employees will perform their duties in accordance with EACH's *Privacy and Confidentiality policy*.
- **Quality** – All employees will engage in activities that promote continuous improvement in provision of Community Health Services.
- **Service Performance** - Services are delivered in a timely manner, meet agreed consumer needs and EACH expectations, are consistent with sound administrative and operational procedures and practices and within allocated budgets where applicable.

#### QUALIFICATIONS AND EXPERIENCE

##### Mandatory Qualifications

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- Lived experience in caring for a person with a mental illness preferably within the context of the public mental health system
- A current police and working with children clearance
- Relevant tertiary qualifications with a minimum requirement of a Certificate IV in Mental Health Peer Work, Disability, or equivalent ( or willingness to obtain) and relevant experience in the area

**Experience and Skills**

- Lived experience as a Carer of a person with a diagnosed mental illness
- Understanding of and experience with the public mental health system or private mental health system
- Highly developed communication and interpersonal skills including excellent listening skills
- Understanding of the principles of peer support
- Ability to work as part of a team
- Involvement in carer support groups

**KEY ATTRIBUTES FOR ALL EMPLOYEES**

- **Commitment to EACH Vision, Mission, Values and Principles** – All employees must demonstrate commitment to the EACH Vision, Mission, Values and Principles through employment activities and ensure Individual Development Plans and day to day activities take into consideration the EACH Vision, Mission and Values.
- **Self-Assessment and Reflection** - the capacity to recognise own feelings and those of others, for motivating ourselves and managing emotions well in ourselves and our relationships. To be resilient, capable of self-awareness, self-management, self-development, social awareness and relationship management, in order to contribute to a more effective and supportive organisational culture.
- **Ethical** – Reflects expected standards of behaviour and/or Code of Ethics
- **Culturally Aware** – values social inclusiveness as a strength and positively utilises diversity
- **Communication and Collaboration** – Works with others to achieve common goals and disseminates information using appropriate media/language to the right people at the right time.
- **Accountability** - Individual responsibility to deliver services within the relevant legislative and regulatory framework and in accordance with sound business/service management practice.
- **Consumer/Clients focussed** – Prioritises the needs of consumers/clients and aims for the best outcomes for consumers/clients

I understand the role, duties and responsibilities as outlined above.

\_\_\_\_\_ Date: \_\_\_\_\_  
Employee Name & Signature

\_\_\_\_\_ Date: \_\_\_\_\_  
Line Manager Name & Signature

## APPENDIX 1 – KEY SELECTION CRITERIA

### Carer Peer Support Worker

*Please ensure you address the key selection criteria in your application.*

- KSC1** Lived experience as a Carer of a person with a diagnosed mental illness
- KSC2** Understanding of and experience with the public or private mental health system
- KSC3** Highly developed communication and interpersonal skills including excellent listening skills
- KSC4** Understanding of the principles of peer support
- KSC5** Ability to work in a team environment
- KSC6** Relevant tertiary qualifications with a minimum requirement of a Certificate IV in Mental Health Peer Work, Disability, or equivalent (or willingness to obtain) and relevant experience in the area
- KSC7** Knowledge of carer support networks