

Position Description

Position Title	Consumer Consultant
Classification	HS2
EFT	Part Time 0.7 EFT (0.5 RCC & 0.2 PPP)
Program	Prison Services
Location	<p>From September 2017 onwards, position (0.5) will be based at Ravenhall Correctional Centre (RCC) 101-201 Riding Boundary Road, Ravenhall, VIC 3023,</p> <p>and</p> <p>(0.2) at Port Phillip Prison (PPP) 451 Dohertys Road, Truganina, VIC 3029</p> <p>Flexibility about prison coverage to be discussed upon commencement.</p> <p>May be required to work at other sites from time to time.</p>
Reports to	Social Worker 4 RCC & Chief Social Worker
Roles reporting to this position	Nil

FORENSICARE - OVERVIEW

Forensicare is the statutory agency responsible for the provision of adult forensic mental health services across Victoria.

Forensic mental health is a specialist area within the mental health service system. The services provided by Forensicare address the needs of offenders experiencing mental health issues, the mental health sector, the justice sector and the general community.

The primary focus of this work is on providing clinical services for the effective assessment, treatment and management of forensic patients and clients and people with a mental illness who have offended or are at risk of offending. We are committed to providing Recovery-orientated forensic mental health services in which the principles of hope, social inclusion, personalised care, and genuine collaboration are fundamental to practice.

These services are delivered through three streams, inpatient services at Thomas Embling Hospital, community services through the Community Forensic Mental Health Service and prison based services at several locations. Forensicare provides a comprehensive research program and specialist training and professional education for our staff and mental health and associated fields.

ORGANISATIONAL VALUES AND BEHAVIOURS

The following values reflect who we are as individuals and as an organisation.

- responsiveness
- impartiality
- respect
- human rights
- integrity
- accountability
- leadership

All employees are expected to display behaviours that reflect and promote these values. Staff must adhere to all Forensicare's policies and procedures at all times.

Forensicare is an equity employer, and does not tolerate Bullying and Harassment.

Prison Services

Forensicare is contracted by the Department of Justice to provide specialist mental health services at prisons within the Victorian public prison system.

There are dedicated Units currently operating at:

- **Dame Phyllis Frost Centre (Marrmak)** – A 20 bed residential unit providing integrated forensic mental health services for women, as well as outpatient, outreach, and day program services.
- **Melbourne Assessment Prison (MAP)** – A 24 hour, 7 days a week service including the 16 bed Acute Assessment Unit, mental health assessments of all new prisoners, outpatient services, and crisis assessments of prisoners 'at risk'.
- **Metropolitan Remand Centre (MRC)** – A Mobile Forensic Mental Health Service delivering multidisciplinary services including individual and group treatment for remand prisoners.
- **Port Phillip Prison (PPP)** – A 24 hour, 7 days a week service providing mental health care to the 30 bed Psychosocial Recovery Unit – St Paul's, psychiatric outpatient services, and after hours' crisis assessments of prisoners 'At Risk' (commencing September 2017).
- **Ravenhall Correctional Centre (RCC) - Ballerit Yeram-boo-ee Forensic Mental Health** - Ballerit Yeram-boo-ee FMH Service is comprised of 75-bed forensic mental health beds, an outpatient service including specialist consultations and intensive case management services, reception mental health assessments, 'At Risk' assessments and a Community Integration Program. The bed-based units include Aire Unit (Acute), Erskine Unit (Sub-Acute), Moroka Unit for those with complex and challenging behaviours, and Tambo Unit for men requiring specialist psychosocial rehabilitation and transition/discharge planning. Ravenhall Correctional Centre provides integrated service delivery based on a shared philosophy and vision that have been developed and formally agreed by all Service Providers which is outlined in the Ravenhall Charter (commencing late 2017).

In addition, Forensicare provides services at other publicly managed Victorian prisons. These include:

- Visiting Consultant Psychiatry and Psychiatric Registrar clinics.
- Visiting Nurse Practitioner clinics.
- Dedicated Psychology services at Barwon Prison, Marngoneet Correctional Centre, and Karreenga Correctional Centre.

POSITION OBJECTIVE

The Consumer Consultant facilitates, supports, and enhances Consumer Participation Program initiatives and promotes consumer participation across Forensicare Prison Services by:

- Working closely with consumers and staff to provide support and consultation.
- Encouraging consumers to become more involved in their own therapy and treatment and help consumers to be more aware of their options.
- Offer suggestions and advice to clinical staff regarding how certain aspects of service may be experienced from a consumer perspective.

The Consumer Consultant focuses on broad systemic issues promoting effective service delivery. They are not a member of the treating or therapeutic team and do not advocate on behalf of individual patients, unless the issue may have broader application.

The work of the Consumer Consultant will be informed and supported by the Forensicare consumer leadership and engagement policy. The role will be supported by the Social Worker 4 RCC, Chief Social Worker Forensicare, and broader Forensicare wide Consumer Consultant team, and will be provided relevant individual and group supervision tailored to the needs of the consumer workforce.

KEY RESPONSIBILITIES

AREA OF RESPONSIBILITY 1: **Leadership**

- Role model Forensicare's organisational values and behaviours in all interactions.
- Role model and promote effective and collaborative working relationships with; Forensicare staff, GEO Prison and Clinical staff, Correct Care Australasia staff and Alliance Partners.
- Ensure compliance with Forensicare Policies and Procedures, Ravenhall Correctional Centre GEO Operating Instructions, and other relevant legislation, standards and ethical codes of practice.
- Promote and support a work environment that is free of harassment, bullying and intimidation.

AREA OF RESPONSIBILITY 2: **Operational Requirements / Clinical Performance**

- Undertake activities that aim to incorporate consumer perspectives in capacity building / workforce development.
- Participate in recruitment of senior prison services staff and contribution to the orientation of relevant prison based staff.
- Training Program(s) provided to managers and staff on consumer participation and consultation.
- Participation in the setting of strategic consumer participation objectives and monitoring the progress of their achievement.
- Be a member of the Consumer Carer Leadership Committee.
- Be a member of the Prison Management Group.
- Other committees and working groups as assigned.
- Attend Prison community meetings.
- Attend Prison Clinical Governance meetings at PPP and Ravenhall.
- Provide regular written reports as required (e.g. quarterly reports to the Executive Director of Prisons Executive).
- Convene, facilitate, administer and provide leadership to the Prison Consumer Advisory Group (CAG) and manage the CAG member recruitment process.

AREA OF RESPONSIBILITY 3: **Communication and Consumer Focus**

- Develop, implement and evaluate a contemporary consumer participation program that increases awareness of the importance of consumer involvement and input into service planning, delivery and evaluation, ensuring the consumer experience with Forensicare's service delivery is met.
- Provide consumer perspectives on designated operational committees and working groups.
- Liaise with and provide consultation to other welfare, justice agencies and healthcare professionals on consumer participation strategies.
- Facilitate forums that promote quality improvement and service development through collaboration between consumers and service providers.
- Attend to consumer input provided through patient feedback systems.
- Act as mentor and example of hope to other consumers
- Engage constructively and share information on work related matters with colleagues and team members to support delivery of the best and most appropriate service outcomes.

AREA OF RESPONSIBILITY 4: **Professional Development**

- Complete all mandatory training, which may change from time to time.
- Performance will be appraised based on results from key responsibilities. The incumbent will participate in appraisal processes, including formal reviews at the first six and twelve month intervals, and annually thereafter.
- Demonstrate a commitment to ongoing education and professional development through accessing internal and external staff development opportunities.
- Receive regular supervision and opportunities for debriefing.
- Participate in relevant consumer support opportunities.
- Attend training courses as agreed.

Other Tasks and Duties as Deemed Appropriate by the Line Manager and Within the Capabilities of the Person at the Time

RISK, GOVERNANCE, QUALITY, PATIENT SAFETY AND IMPROVEMENT

- Forensicare is committed to ensure all employees operate ethically in line with National Safety & Quality Health Service Standards policies and procedures.
- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Work within an ethically and legally sound framework.
- Follow organisational safety, quality & risk policies and guidelines.
- Comply with requirements of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- Identify and participate in the implementation of quality improvement activities at a program unit and broader level.
- Incorporate findings of quality improvement activities into practice and use your knowledge and expertise to deliver high quality services as well as identify opportunities to improve service outcomes.

OCCUPATIONAL HEALTH AND SAFETY RESPONSIBILITIES

It is the policy of Forensicare to provide the healthiest and safest working conditions and systems of work practicable. The personal commitment and involvement of all employees is essential to establish and maintain a healthy and safe working environment.

- Complies with OHS requirements by providing a safe physical and emotional environment.
- Endeavour to understand safety standards and policies.
- Take care to protect own safety and safety of other people in the workplace.
- Follow safe work practices.
- Seek clarification on safety matters and when uncertain or unresolved, escalate to a higher level.
- Participate in OHS consultation and OHS training initiatives.
- Co-operate with managers and supervisors in the interest of health and safety.
- Report hazards and injuries.

CONSUMER LEADERSHIP AND PARTICIPATION

It is the policy of Forensicare to ensure consumer leadership and participation is evident at all levels of the organisation.

It is therefore expected that all employees will:

- Demonstrate a commitment to incorporating consumer perspectives into service delivery at both an individual and organisation wide level.
- Work with Consumer Consultants and consumers of Forensicare to improve service quality.
- Understand the issues and concerns for mental health consumers.
- Understand the core principles and philosophies of the mental health consumer movement and Recovery.
- Uphold the rights of consumers at all times.
- Understand the principles of consumers' rights and empowerment.

INFECTION PREVENTION AND CONTROL

Staff must comply with all policies in relation to Infection Prevention and Control and with ongoing risk reduction strategies. Standard precautions must be used at all times to ensure safety of patients/clients, and staff.

KEY SELECTION CRITERIA

- Demonstrated involvement with the mental health system as a consumer.
- Demonstrated commitment to mental health consumer Recovery.
- Experience in, and commitment to, working successfully with service providers and other consumers to improve mental health services.
- Ability to write reports, prepare presentations, policies and submissions.
- Excellent interpersonal and communication skills to effectively collaborate with a range of people.
- Demonstrated ability to effectively convene, facilitate and contribute to the efficient management of consumer related meetings and forums.
- Understanding of the diversity of the cultural and linguistic backgrounds of the prison community, and the impact this has on consumers' and carers' experiences of mental illness.
- Ability to work within a multi disciplined complex environment.
- Well developed computer literacy and administrative skills.
- Proven ability to operate with autonomy and the ability to negotiate consumer participation matters which involve discussions with members of management, external bodies and individuals.

OTHER RELEVANT INFORMATION

- Forensicare is a smoke free environment.
- A police check will be required prior to any appointment and will be periodically carried out during your employment. Any previous history of criminal convictions will need to be assessed on a case by case basis to determine if this will impact eligibility for the role. Final approval for access to the Ravenhall Correctional Centre remains with the Operators of the facility.
- A Victorian Driver Licence is desirable.
- Forensicare acknowledges and values the cultural and social diversity of our consumers, families and carers and staff and seeks to ensure that our work environment and service delivery is responsive to diversity and free from discrimination and prejudice.

JOB DEMAND ASSESSMENT

FREQUENCY DEFINITIONS

- O** (Occasional) – Activity exists up to 1/3 of the time when performing the task
F (Frequent) – Activity exists between 1/3 and 2/3 of the time when performing the task.
C (Constant) – Activity exists more than 2/3 of the time when performing the task.
R (Repetitive) – Activity involves repetitive movements.
N – Not Applicable.

Job Demands	Description	Frequency				
		O	F	C	R	N
PHYSICAL DEMANDS						
Kneeling/Squatting	Tasks involve flexion/bending at the knees and ankle, possibly at the waist in order to work at low levels		X			
Leg/Foot Movement	Tasks involve use of the leg and or foot to operate machinery	X				
Hand/Arm Movement	Tasks involve use of hands/arms – eg stacking, reaching, typing, mopping, sweeping, sorting, and inspecting.		X			
Bending/Twisting	Tasks involve forward or backward bending or twisting at the waist.	X				
Standing	Tasks involve standing in an upright position without moving about		X			
Driving	Tasks involve operating any motor powered vehicle	X				
Sitting	Tasks involve remaining in a seated position during task performance		X			
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended.	X				
Walking/Running	Tasks involve walking on even surfaces		X			
	Tasks involve walking on uneven surfaces	X				
	Tasks involve walking up steep slopes	X				
	Tasks involve walking down steep slopes	X				
	Tasks involve walking whilst pushing/pulling objects	X				
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees	X				
Working at heights	Tasks involve making use of ladders, foot stools, scaffolding, etc. anything where the person stands on an object other than the ground.	X				
Lifting/Carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms	X				
	1. Light lifting/carrying (0-9 Kg)	X				
	2. Moderate lifting/carrying (10-15 Kg)	X				
	3. Heavy lifting/carrying (16 Kg and above)					X
Restraining	Tasks involve restraining patients/clients/others					X
Pushing/Pulling	Tasks involve pushing/pulling objects away from or towards the body. Also includes striking or jerking.		X			
Grasping	Tasks involve gripping, holding, clasping with fingers or hands.	X				
Manual Dexterity	Tasks involve fine finger movements – ie keyboard operation, writing.			X		
SENSORY DEMANDS						
Sight	Tasks involve use of eyes (sight) as an integral part of task performance – eg looking at screen/keyboard in computer operation, working in dark environment, interpreting x-ray film			X		
Hearing	Tasks involve working in a noisy area – eg boiler room, workshop and/or operation of noisy machinery/equipment	X				
Smell	Tasks involve the use of the smell senses as an integral part of the task performance – eg working with chemicals					X
Taste	Tasks involve use of taste as an integral part of task performance					X
Touch	Tasks involve use of touch as an integral part of task performance		X			

PSYCHOSOCIAL DEMANDS					
	Tasks involve interacting with distressed people	X			
	Tasks involve interacting with people with mental illness/disability	X			
EXPOSURE TO CHEMICAL HAZARDS					
Dust	Tasks involve working with dust – eg sawdust	X			
Gases	Tasks involve working with gases				X
Fumes	Tasks involve working with fumes – ie, which may cause problems to health if inhaled.				X
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made with skin – eg dermatitis				X
Hazardous Substances	Tasks involve handling hazardous substances including storage and or transporting.				X
WORKING ENVIRONMENT					
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance – eg glare	X			
Sunlight	Exposure to sunlight	X			
Temperature	Tasks involve working in temperature extremes – eg working in a cool room, working outdoors, boiler room	X			
Confined Spaces	Tasks involve working in confined spaces				X
ACCIDENT RISK					
Surfaces	Tasks involve working on slippery or uneven surfaces	X			
Housekeeping	Tasks involve working with obstacles within the area – bad housekeeping	X			
Heights	Tasks involve working at heights below knee level and/or above shoulder height.	X			
Manual Handling	Tasks involve manual handling tasks		X		
BIOLOGICAL HAZARDS					
Biological Products	Tasks involve working with blood/blood products/body fluids				X
Additional job demands that are specific to this position:					

AGREEMENT

I have read, understood and agreed to comply with the position description.

Name:

Signature:

Date:

DATE LAST REVISED	BY WHOM
June 2017	Chief Social Worker