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## SA Health Job Pack

<b>Job Title</b>	Carer Consultant - Inpatient Rehabilitation Services
<b>Job Number</b>	631506
<b>Applications Closing Date</b>	15/9/17
<b>Region / Division</b>	Central Adelaide Local Health Network
<b>Health Service</b>	Mental Health
<b>Location</b>	Glenside
<b>Classification</b>	OPS-2
<b>Job Status</b>	Permanent part-time working 30 hours per fortnight
<b>Indicative Total Remuneration*</b>	\$56,389/\$61,036

## Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- X Child Related Employment Screening - **DCSI**
- X Vulnerable Person-Related Employment Screening - **NPC**  
Aged Care Sector Employment Screening - **NPC**
- X General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at [www.sahealth.sa.gov.au/careers](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

## Contact Details

<b>Full name</b>	Peter Metcalfe
<b>Phone number</b>	7087 1146
<b>Email address</b>	Peter.metcalfe@sa.gov.au

# Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✎ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✎ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

\* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



**ROLE DESCRIPTION**

<b>Role Title:</b>	Carer Consultant		
<b>Classification Code:</b>	OPS2	Position Number	M47717
<b>LHN/ HN/ SAAS/ DHA:</b>	Central Adelaide Local Health Network (LHN)		
<b>Site/Directorate</b>	Mental Health Directorate,		
<b>Division:</b>	Glenside Health Service		
<b>Department/Section / Unit/ Ward:</b>	Inpatient Rehabilitation Services		
<b>Role reports to:</b>	CSC		
<b>Role Created/ Reviewed Date:</b>	09/11/2016		
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input checked="" type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		

**ROLE CONTEXT**

<b>Primary Objective(s) of role:</b>
<p>Within the framework of the <i>National Mental Health Policy</i> and the <i>Standards for Mental Health Services</i> and in a manner consistent with the stated <i>Vision</i> and <i>Values</i> of the Central Adelaide Local Health Network (CALHN), the Carer Consultant works collaboratively with all staff as a member of the mental health Multidisciplinary Team under the supervision of the Senior Social Worker of the designated health unit.</p> <p>The Carer Consultant utilises their “<i>Lived Experience</i>” of caring for a person with mental illness to assist families in understanding the following:</p> <p>People with serious mental illness are not ill in isolation. The illness also has an impact on their families and significant others. The extent to which family members are involved in treatment and support can be complex and the decision of the person with mental illness is of paramount importance.</p> <p>Services are providing family inclusive contact throughout the phases of contact with consumers ensuring the opportunities for family involvement occur early, are ongoing and are embedded characteristics of the support provided for consumers.</p> <p>“Lived Experience” means caring for a family member who is or has been a recipient of a program of a Mental Health Service.</p> <p><b><i>The Carer Consultant by utilising their “Lived Experience” should in conjunction with Mental Health Staff:</i></b></p> <ul style="list-style-type: none"> <li>• Contribute to a multi-disciplinary assessment of the strengths, challenges, and goals of the person with a mental illness and key family members, recognising the</li> </ul>

importance of the family context.

- Contribute to care planning and coordination of elements of a persons' treatment and support, to facilitate recovery and to maintain good relationships with the family/carer.
- Provide family members/carers with written information about the illness, and appropriate community resources including information about respite options.

### Key Relationships/ Interactions:

The Carer Consultant is an integral member of the Team and

- Is accountable to the designated mental health professional (Senior Social Worker) for clinical matters pertaining to conducting programs and interacting with consumers.
- Reports to the relevant Team Manager for specific day to day matters related to role and responsibility.
- Has a collaborative, working relationship with consumers, carers, relatives and friends.
- Has a collaborative working relationship with the Peer Specialist (where the position exists).
- Carer Consultant participates in the Lived Experience Staff Meetings and Training Programs and have a support and training relationship with the Coordinator Lived Experience Workforce

### Challenges associated with Role:

Major challenges currently associated with the role include:

- Share personal experience of caring for someone with a psychiatric disorder who has received care from a mental health services. The carer consultant role models family for example.
  - Supports carers through the consumers recovery
  - Highlight which behaviours have facilitated recovery and which have interfered with recovery and what has helps family member through this process including providing written information and linking addition family support programs when needed
  - Provide educational tips on stress management when carer for someone with a mental illness
- In conjunction with other promote the understanding of family inclusive services including the needs of families for information and support.
- Assist with the communication flow between the carer/s and the treating team.

### Delegations:

**Delegated Level** No Delegated authority in relation to HR, Finance or administration requirements

**Staff supervised:** Direct 0 Indirect 0

**Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

**Performance Development**

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

## General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- Meet immunisation requirements as outlined by the *Immunisation Guidelines for Health Care Workers in South Australia 2014*.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- Disability Discrimination.
- Code of Fair Information Practice.
- Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual.
- Relevant Australian Standards.
- Duty to maintain confidentiality.
- Smoke Free Workplace.
- To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

## Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

### Special Conditions:

- It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993 (Cth)* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 1998* made in pursuant to the *Aged Care Act 2007 (Cth)*.
- Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
"Lived Experience"	<ul style="list-style-type: none"> <li>• A personal 'lived experience' of caring for someone with a mental illness</li> <li>• Share personal experience of caring for a loved one with a psychiatric disorder, including treatments, navigating the mental health services and providing hope for recovery.</li> <li>• Share effective coping strategies and what has helped you in your personal family recovery from mental illness</li> <li>• Role model family recovery is possible</li> </ul>
Promote family inclusive services	<ul style="list-style-type: none"> <li>• Actively contributing information/lived experience in team planning meetings to highlight family friendly services including carer information and assistance about respite options.</li> <li>• Acting as a team resource for family/carer orientated community resources</li> <li>• Working collaboratively with other members of the team in the application of carer/family friendly practices and protocols for admission, treatment and discharge planning</li> <li>• Promoting the needs of families/carers at service planning activities eg group programs</li> <li>• Actively supporting families to access respite in partnership with the multi-disciplinary team.</li> </ul>
Educational Groups	<ul style="list-style-type: none"> <li>• In conjunction with other staff plan conduct family/carer education sessions</li> </ul>
Education	<ul style="list-style-type: none"> <li>• In conjunction with other staff and under the supervision of the Senior Social Worker respond to the family/carer needs for information about mental illness, likely processes and support needs, including assistance with respite information and arrangements by:</li> <li>• Being available to family/carers throughout the consumer's admission for a service within the specific health unit. to actively support and "hear their story"</li> <li>• Providing lived experience, skills and strategies to promote family based recovery</li> <li>• Assisting the family/carer with information about the mental health treatment pathways</li> <li>• Contributing the family/carer lived experience perspective at family meetings</li> <li>•</li> <li>•</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Assisting with the communication flow between the carer/s and the treating team.</li> </ul>
Service Planning	<ul style="list-style-type: none"> <li>• Representing the point of view of a carers on planning within the service.</li> </ul>
Promote cooperation, teamwork and consumer	<ul style="list-style-type: none"> <li>• Demonstrating respect, courtesy and care valuing all team members for their unique potential and skills</li> </ul>



involvement	<ul style="list-style-type: none"><li>• Providing orientation and preceptor ship to new and less experienced Lived Experience staff</li><li>• Delivering a service and support that is sensitive to the social and cultural values of the consumer, the consumer's family and carers and the community</li><li>• Being aware of own communication style and behaviours and modifying these where necessary to achieve positive outcomes and relationships</li><li>• Providing honest and sensitive feedback, whilst being receptive to and encouraging constructive critical feedback</li><li>• Being aware of own communication style and behaviours and modifying these when necessary to achieve positive outcomes and relationships;</li></ul>
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## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications**

#### **Personal Abilities/Aptitudes/Skills:**

- skills in interacting appropriately with consumers and families and carers in a range of situations
- maintaining appropriate professional boundaries
- commitment to acting as a team member within a multidisciplinary team environment
- skills in presenting information in a clear manner and within a limited timeframe
- ability to liaise effectively between different groups of people with a range of diverse needs
- good written and verbal communication skills
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#### **Experience**

- Personal experience of living with a family member who has significant mental health issues.
- Personal experience of using strategies to support consumer and family recovery

#### **Knowledge**

- broad knowledge of lived experience strategies to share with other families/carers.
- Knowledge of a range of community services, both mainstream and specifically for mental health consumers.
- Understands Occupational Health, Safety and Welfare principles and procedures

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications**

- Certificate IV in Mental Health or Equivalent

#### **Personal Abilities/Aptitudes/Skills:**

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#### **Experience**

- Knowledge of the *Australian Health Ministers' Mental Health Statement of Rights and Responsibilities*, National Mental Health Services Policy and National Standards for Mental Health 2010.

#### **Knowledge**

## **Organisational Context**

### **Organisational Overview:**

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

### **Our Legal Entities:**

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

### **SA Health Challenges:**

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

### **Central Adelaide Local Health Network:**

Central Adelaide LHN is responsible for promoting and improving the health of central metropolitan Adelaide and the broader community by providing integrated health care and hospital services. Central Adelaide LHN brings together the hospitals of (Royal Adelaide Hospital [RAH] as a major tertiary facility, The Queen Elizabeth Hospital [TQEH] as a general hospital, and our rehabilitation hospitals Hampstead Rehabilitation Centre [HRC] and St Margaret's Rehabilitation Hospital [SMRH]), and a significant number of mental health and primary health care services. Central Adelaide LHN also governs a number of statewide services including SA Dental Service, SA Prison Health Service, BreastScreen SA and DonateLife SA, and has financial administrative responsibility for Statewide Clinical Support Services incorporating SA Pathology, SA Medical Imaging and SA Pharmacy.

### **Health Network/ Division/ Department:**

The Mental Health Directorate (MHD) works in collaboration with other health providers, government agencies and non-government organisations to provide intervention and care for consumers aged between 16 and 64 years with mental health issues.

## Values

### Central Adelaide Local Health Network Values

Our shared values confirm our common mission by promoting an organisational climate where the patient's needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. These values guide our decisions and actions.

<b>Patient Centred:</b>	Our patients are the reason we are here and we will provide the best service to our patients and customers
<b>Team Work:</b>	We value each other and work as a team to provide the best care for our patients
<b>Respect:</b>	We respect each other, our patients and their families by recognising different backgrounds and choices, and acknowledging that they have the right to our services
<b>Professionalism:</b>	We recognise that staff come from varied professional and work backgrounds and that our desire to care for patients unites our professional approach to practice

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- Democratic Values - Helping the government, under the law to serve the people of South Australia.
- Service, Respect and Courtesy - Serving the people of South Australia.
- Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- Accountability- Holding ourselves accountable for everything we do.
- Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

### Role Acceptance

#### Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

**Name:**

**Signature:**

**Date:**