



Health

Northern Sydney Local Health District

POSITION DESCRIPTION

Reference Number :	390891		
Recruitment Type	General Recruitment		
Position Number :	570364		
Position Title :	Inpatient and Community Peer Worker		
Cost Centre :	Cost Centre	Code	%
	J1 HKH MH ADULT INPATIENT UNIT GEN(MH)	260380	100
Organisation unit :	NSW Health Service - Northern Sydney Local Health District		
Location :	Hornsby		
Facility :	Hornsby Ku-Ring-Gai Health Service		
Advertised Award/Classification	Professional and Associated/Health Educ Off Non Grad		
Registration/Licence Requirements :	Not Applicable		
Vaccination Category :	Category A		
Employment Screening Check			
National Criminal Record Check :	Yes		
Working With Children Background Check :	No		
Working With Aged Care Check :	No		
Responsible To :	Community Services Manager via Consumer Network Coordinator		
Responsible For :	Nil		
Purpose Of Position :	<p>The Consumer Worker provides hope for recovery, peer support, advocacy, education, social inclusion and coaching to consumers in inpatient and community settings of the adult mental health service. The core purpose is to support consumers in their rehabilitation and recovery journeys, across the continuum of care. The role involves provision of a direct frontline non-clinical service.</p>		
	<p>The Consumer Worker functions in a complementary way with the clinical team to assist in the planning, coordination and delivery of adult mental health services, particularly, but not exclusively in, Hornsby Ku-ring-gai.</p> <p>The role includes a focus on the Adult Mental Health Unit (AMHU), as well as working across all areas of adult mental health services in the Hornsby Ku-ring-gai service.</p>		
	<ul style="list-style-type: none"> • Provide peer support to consumers in the mental health inpatient unit and 		

Key Accountabilities :	<p>community settings.</p> <ul style="list-style-type: none"> ● Assist and support consumers undertaking activities that work towards their recovery goals in collaboration, and under the guidance of, the clinical team. ● Lead and facilitate, or co-facilitate, consumer groups as required, such as on topics of recovery, physical health, etc. ● Provide support and hope to consumers based on your own personal experiences and knowledge of mental illness and the mental health service, including sharing your story. ● Participate in the Community Peer Support program, including providing discharge peer support phone calls to consumers who opt-in upon discharge to the community and facilitating peer support and recovery groups in the community. ● Gather consumer views of issues and opportunities and providing this feedback to the relevant manager, eg: Consumer Network Coordinator or Nurse Unit Manager. ● Document the issues and suggestions raised by consumers for analysis to help inform change and improvement. ● Inform consumers of their rights and responsibilities and ensure that information, resources and support are available to them as required. ● Participating in developing written health promotional material for print and social media. ● Participating in developing and delivering education and training to managers, clinicians, people using or who have used MHDA services, families, carers, partner organisations and/ or the broader community.
	<p><i>All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.</i></p>
Challenges/Problem Solving :	<p>To ensure genuine and ongoing consumer participation through:</p> <ul style="list-style-type: none"> ● Working respectfully and collaboratively to establish respectful and positive relationships with consumers, families and carers, mental health staff, and other key stakeholders; ● Actively promoting the rights and responsibilities of consumers; ● Actively promoting the principles of recovery; ● Ensuring that consumers and other key stakeholders have access to, and mechanisms for, receiving and sharing information and participating in the evaluation of the service;
Communication :	<p><u>Internal</u></p> <p>Consumer Peer Network</p> <p>NUMs</p> <p>Clinical teams</p> <p>Hornsby Ku-ring-gai Mental Health Service Executive</p> <p>MHDA Engagement Manager</p>

	<p><u>External</u></p> <p>Consumers of HKMHS</p> <p>Relevant NGO service providers</p>
Decision Making :	Nil
Selection Criteria :	<p>Selection Criteria</p> <p>Have a lived experience of mental illness, and the ability to share your story and mental health experiences in a safe and effective way to help or support others.</p> <p>Excellent verbal, written communication and interpersonal skills.</p> <p>Demonstrated ability to work as part of a team and build relationships, in particular to work with consumers and staff of the Mental Health Service.</p> <p>Understanding of and experience in initiating, developing and implementing peer support programs, coaching programs, events, outings or similar</p> <p>Demonstrable organisational and time management skills</p> <p>Demonstrated computer literacy including ability to use Microsoft Word, Microsoft Excel, e-mail and the internet</p> <p>Desire and willingness to participate in further training and skills development around consumer participation and Mental Health service work.</p> <p>Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.</p>
Staffing :	Nil
Budget :	Nil
Financial Delegation:	Nil

JOB DEMANDS CHECKLIST

Physical Demands	
	Frequency
Sitting - remaining in a seated position to perform tasks	Occasional
Standing - remaining standing without moving about to perform tasks	Infrequent
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Occasional
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Infrequent
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Infrequent
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Not Applicable
Kneeling - remaining in a kneeling posture to perform tasks	Not Applicable
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Not Applicable
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Occasional
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Infrequent
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Infrequent
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Not Applicable
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Not Applicable
Reaching - Arms fully extended forward or raised above shoulder	Infrequent
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Infrequent

Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Infrequent
Hand & Arm Movements - Repetitive movements of hands and arms	Infrequent
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Occasional
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving - Operating any motor powered vehicle	Occasional
Sensory Demands	
	Frequency
Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	Frequent
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Frequent
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Not Applicable
Taste - Use of taste is an integral part of work performance e.g. Food preparation	Not Applicable
Touch - Use of touch is an integral part of work performance	Frequent
Psychosocial Demands	
	Frequency
Distressed People - e.g. Emergency or grief situations	Occasional
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Infrequent
Unpredictable People - e.g. Dementia, mental illness, head injuries	Occasional
Restraining - involvement in physical containment of patients / clients	Not Applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Infrequent
Environmental Demands	
	Frequency
Dust - Exposure to atmospheric dust	Not Applicable
Gases - Working with explosive or flammable gases requiring precautionary measures	Not Applicable
Fumes - Exposure to noxious or toxic fumes	Not Applicable
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Not Applicable
Hazardous substances - e.g. Dry chemicals, glues	Not Applicable
Noise - Environmental / background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting - Risk of trips, falls or eyestrain	Not Applicable
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not Applicable
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Not Applicable
Confined Spaces - areas where only one egress (escape route) exists	Not Applicable
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Infrequent
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Not Applicable
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Not Applicable
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Not Applicable

As the incumbent of this position, I confirm I have read the Position Description and Job Demands Checklist, understand its content and agree to work in accordance with the requirements of the position.

Employee Name: _____

Employee Signature _____ Date: _____

Manager's Name: _____

Manager's Signature _____ Date: _____