

POSITION DESCRIPTION

Position Title	Lived Experience Worker – Preventative Health Initiative
Reporting To	Service Manager
Employment Status	Part time; Maximum Term Contract
Classification	Consumer Service Delivery Level 2
Team/Service	Preventative Health Initiative, EMPSS
Direct Reports	Not Applicable
Date	Dec 2021

PROGRAM OVERVIEW

The Preventative Health Initiative is a Neami National Service funded by the Australian Government under the Eastern Melbourne Primary Health Network. Preventative Health Initiative provides individualised and tailored support to help people who are experiencing moderate to severe mental health issues improve their physical health. The service also delivers capacity building activities to develop practitioners' capacity to respond to the physical health needs of people experiencing mental health issues.

We provide short-term (up to six months) whole-of-person care to help people improve their physical health, build confidence and health literacy, and overcome exiting barriers to engaging with preventative health services. The service has five key focus areas: breast cancer screening, cervical cancer screening, bowel cancer screening, smoking cessation and Influenza immunisation.

POSITION OVERVIEW

Lived Experience Workers (LEW) are integral members of the team and draw on their lived experience of recovery from mental illness, to instil confidence and hope in others about the journey of recovery. You must have a lived experience of your own mental illness and a rich understanding of your own processes of recovery and be able to use narrative of personal recovery to support better physical health and mental health outcomes. You must be willing to purposefully use the principles of Peer Work to deliver goal directed care planning whilst ensuring that the individual is included in the decisions of treating practitioners and teams. You will provide support that builds the individual capacity to become a more active participant in their own care. LEW will deliver care co-ordination informed by Peer Work principles to facilitate access to services in the community. You will need to work in close collaboration with the PHI Registered Nurses.

In addition, the LEW will make use of their lived experience to review workforce development training materials to ensure this important narrative informs activities. You will facilitate groups designed to support physical health and mental health outcomes. The Lived Experience Worker role has been co-designed with consumer consultation.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

Bringing your lived experience, knowledge, skills and abilities:

- Provide opportunities to discuss problem solving strategies, reflecting on helpful and unhelpful health behaviours
- Provide direct practical support to consumers so that they gain/maintain skills related to positive physical health and mental health outcomes. For example: by sharing skills in connecting to health services and GPs
- Engage consumers, using a strengths-based approach to complete a mental health status measurement and health screening
- Provide a regional approach that supports the improvement of service co-ordination for individuals with severe mental illness and physical health conditions
- Assist other staff members in the development and regular review of the consumer's collaborative care plan
- Work as part of a team in assisting consumers to engage with the practices associated with the Collaborative Recovery Model, i.e. assisting the consumers in values and strengths identification and clarification, assisting the consumer to complete tasks as part of goal striving
- Engage consumers and community members and develop trusting and professional relationships that respect worker / consumer boundaries
- Facilitation of small and large groups of community members
- Review training materials and support co-design of programs and to ensure the lived experience narrative informs activities

Provide direct support and rehabilitation to consumers within their community

- Provide direct practical support to consumers so that they gain/maintain independent living skills. This includes assistance by sharing skills in cooking, nutrition, personal care, budgeting skills, shopping, maintaining the home, utilising public transport
- Assist consumers to participate in recreation activities and the cultural life of the community by supporting them to develop interpersonal skills
- Engage consumers, using a strengths-based approach to complete a mental health status measurement and a needs assessment.
- Using the Collaborative Recovery Model (CRM) protocols work collaboratively with consumers to identify their needs, set goals and develop a plan to meet those goals
- Together with the consumer regularly monitor their progress towards their identified goals
- Plan, facilitate and evaluate group
- Work within a holistic framework taking into account the needs of consumers, family, carers and other members of the community in order to ensure tangible xxx outcomes
- Follow all OH&S procedures to ensure safe work practices especially in the area of safety in outreach work

- Provide a regional approach that supports the improvement of service co-ordination for individuals with mental illness and associated psychosocial functional impairment

Participate fully as a team member

- Cooperate closely with team members in order to ensure continuity of care and provision of a comprehensive service to consumers
- Actively participate in reflective practice through team meetings, decision-making processes, service planning sessions, supervision and staff development activities
- Contribute to the further development of best practice by informing policies and project submissions effectively drawing upon your personal experience of mental illness
- In consultation with consumers contribute to regular evaluations of the effectiveness of the service
- Co-operate closely with team members in order to ensure continuity of care and provision of a comprehensive service to consumers

Maintain records and resources

- Collect, collate, and maintain data on consumer contact
- With team members collect information on community resources

ORGANISATIONAL ACCOUNTABILITIES

- Act at all times in accordance with the Neami National code of conduct
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values
- Actively engage in Professional Development opportunities and embrace learning opportunities
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- A valid and current Australian Driver's license
- A valid and current Working With Children Check
- Lived experience of mental illness and demonstrated experience of recovery
- Experience in working with people with a psychiatric disability

- Uphold ethical behaviour, consistent with the values of honesty, fairness, responsibility and hope
- Demonstrate integrity, credibility and foster open communication
- Positively listens and consults with others to proactively address conflict
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it
- Proven ability to work autonomously with minimal supervision and to prioritise multiple tasks to meet conflicting deadlines.
- Proven ability to maintain confidentiality and build trust to deal with sensitive and difficult situations in a diplomatic manner
- Ability to work productively in a fast paced, changing and agile environment
- Ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Ability to adapt communication style to meet the needs of a diverse range of people, and identifies changing needs within a group
- A clear ability to work within and to develop strong collaborative relationships
- Extensive experience and the ability to engage consumers and carers in a positive manner
- The ability to set and maintain clear professional boundaries
- A commitment to consumers' rights and to consumers' active participation in planning their service
- Excellent written and verbal communication skills
- Knowledge of the recovery model
- Computer skills

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

I have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.