

POSITION DESCRIPTION – Caulfield Hospital

DATE REVISED:	25 May 2023
POSITION:	Post Discharge Consumer Peer Worker - IPU
AWARD/AGREEMENT:	Victorian Mental Health Services Enterprise Agreement 2021-2024
CLASSIFICATION TITLE:	Lived Experience Worker Level 2, Years 1-4
CLINICAL PROGRAM:	Alfred Mental & Addiction Health (AMAH)
DEPARTMENT/UNIT:	Adult Psychiatry – Inpatient Unit
DIVISION:	Operations
OPERATIONALLY ACCOUNTABLE:	Operations Manager IPU through Allied Health Principal IPU
PROFESSIONALLY ACCOUNTABLE:	Peer Coordinator (Discipline Lead)
COLLABORATES WITH:	Consumer Peer Workforce Coordinator, Consumer Consultant, clinical multidisciplinary team, team leaders, clients, inpatient services, consumer and carer groups, other health professionals and service networks.

ALFRED HEALTH

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities, The Alfred, Caulfield, and Sandringham.

Further information about Alfred Health is available at www.alfredhealth.org.au

OUR PURPOSE

To improve the lives of our patients and their families, our communities and humanity.

OUR BELIEFS

Our staff are expected to demonstrate and uphold the beliefs of Alfred Health:

- Patients are the reason we are here – they are the focus of what we do.
- How we do things is as important as what we do.
- Respect, support and compassion go hand in hand with knowledge, skills and wisdom. Safety and care of patients and staff are fundamental.
- Excellence is the measure we work to everyday. Through research and education, we set new standards for tomorrow.
- We work together. We all play vital roles in a team that achieves extraordinary results.
- We share ideas and demonstrate behaviours that inspire others to follow.

ALFRED MENTAL & ADDICTION HEALTH PROGRAM (AMAH)

AMAH provides specialist psychiatric clinical care to people with severe mental illness. The Program has a primary responsibility for residents of inner South-eastern metropolitan Melbourne but cares for all patients seeking its services.

The Alfred Mental and Addiction Health Program (AMAH) comprises:

- AMAH Hospital and Emergency Services (HES)
- AMAH Adult and Older Adult Services (AOAS)
- AMAH Infant, Child & Youth Services including Headspace (HI-CYMHS)
- AMAH State-wide Services

AMAH HES is located at The Alfred (hospital) (Commercial Road, Prahran) and at 549 St. Kilda Road.

AMAH AOAS is located at 607 St Kilda Rd; Alma Road CCU in St. Kilda; at our Prevention and Recovery Centre (PARC) at Nicholson Street Prahran; and at Caulfield Hospital (Kooyong Rd, Caulfield).

AMAH HI-CYMHS is in Moorabbin and headspace services are in various locations across the Southern metro area.

AMAH State-wide Services are being established at the Women's Mental Health Service at Ramsay Clinic; the Residential Eating Disorders Treatment Centre in Armadale; and the Lived Experience Residential Service.

AMAH also works in partnership with local non-government and social support agencies.

Our mission in AMAH is to enable people of all ages to lead their own meaningful and purposeful lives by providing innovative, compassionate, and collaborative mental health and wellbeing treatment, care and support.

AMAH actively encourages applications from members of the LGBTIQ+, Aboriginal and Torres Strait Islander peoples, Disability, culturally and linguistically diverse communities and those with lived and living experience in areas in which we work. We work to address barriers in full participation.

POSITION BACKGROUND

- Building the Peer Workforce in Victorian Mental Health Services
- Reducing readmission rates to inpatient units for consumers who are at high risk of an unplanned 28-day readmission
- Connecting individuals to the communities in which they reside to support re-establishment of daily life
- Achieving more efficient and collaborative transitions to the community following an acute psychiatric admission
- Support will be based on a non-clinical, supportive intervention model

KEY DUTIES AND RESPONSIBILITIES

- Using your lived experience of mental distress and recovery, provide psychosocial support and non-crisis interventions to consumers in the post discharge space for up to 28 days following discharge. You will be supported with line management and peer supervision in this role.
- Provide consumer directed tailored support to consumers, in collaboration with existing treatment plans and support structures.
- Working within the multidiscipline treatment team to identify consumers who would benefit from peer support post discharge.
- While working within the multidiscipline team add value and guidance to these existing consumer supports.
- Using recovery principles build rapport with consumers while in the Inpatient units to build engagement with those who would benefit from post discharge peer support.
- Using your lived experience of mental distress and recovery, provide mentoring, a range of activities and empowerment for IPU consumers delivered through workshops, groups and individual peer support
- Help consumers with their orientation and navigation of their experience on the ward
- Work with other lived experience workers and allied health staff in delivering the group activities program.

- Engage in one on one work with consumers on the IPU
- Engage with the multidiscipline team in identifying opportunities for providing the ward experience from the consumer perspective lens.
- Identify and develop further peer support interventions by continuing demonstrate the distinctive peer support role within the service

QUALIFICATIONS/EXPERIENCE REQUIRED

Formal qualifications are not mandatory for this role but may be helpful:

- Certificate IV in Peer Work
- Cert IV in Mental Health
- Intentional Peer Support training

Essential

- Personal experience of having a significant mental health challenge and the ability to use own experience to inspire hope and belief in recovery.
- Current drivers licence and current police check

Highly Regarded:

- Experience of the public or private mental health system

Position Demands:

- Supporting people in their recovery who often have severe mental challenges in their lives and have experienced traumatic situations.

KEY CAPABILITIES

Specific to this role

- Be able to articulate the guiding principles, values and ethics of peer support work
- Demonstrated effective negotiation, time management, and written and verbal communication skills within a team environment.
- Demonstrated knowledge of and commitment to consumer led recovery
- Ability to support consumers to discover meaningful connections in the community
- Ability to work effectively in both community and inpatient settings
- Ability to balance both service and consumer needs
- Ability to use Microsoft applications in an office setting
- Ability to think creatively and outside the box when delivering activities
- Demonstrated understanding of the role of supervision, reflective practices, ongoing personal/professional development and other mechanisms that sustain motivation and enthusiasm
- Demonstrated knowledge of and ability to plan, implement and reflect on your peer led interventions

In addition to these specific skills, The Alfred seeks a set of attributes amongst all staff. These attributes being:

- A high performer.
- Customer/client focused.
- A team player.

- Motivated and enthusiastic.

The Alfred Hospital uses Performance Development Plans as tools to facilitate staff training development and such a plan would be used to assist in the professional development of this position.

Capabilities

Health Services capabilities for all staff:

- Be aware of and practice standard Hospital procedures for emergency situations
- Be aware of Occupational Health & Safety policies and procedures and practice appropriate caution and safety during work activities. Report any problems to Occupational Health & Safety Representative or Manager promptly.
- To comply with all organisational policies and procedures

Values

Values consistent with those of Alfred Health which are:

- *Integrity:* We engage others in a respectful, fair and ethical manner, fulfilling our commitments as professionals and employees. We ensure the highest degree of dignity, honesty and trust
- *Accountability:* We show pride, enthusiasm and dedication in everything we do. We ensure quality patient care and use resources appropriately. We accept professional accountability for all our decisions and responsibilities.
- *Collaboration:* We consult and collaborate with others and respect the diverse knowledge of our partners; working as team we ensure the best inter-professional patient care.
- *Knowledge:* We create opportunities for education and are committed to continuous development. We enable everyone to make knowledge-based decisions.

Mental Health Workforce Capabilities & Priorities Include Awareness:

1. RIGHTS, RESPONSIBILITIES, SAFETY AND PRIVACY

Mental health professionals uphold the rights of people affected by mental health problems and mental disorders, and those of their family members and/or carers, maintaining their privacy, dignity and confidentiality and actively promoting their safety.

2. CONSUMER AND CARER PARTICIPATION

Mental health professionals encourage and support the participation of consumers and carers in determining (or influencing) their individual treatment and care.

3. AWARENESS OF DIVERSITY

Mental health professionals practise in an appropriate manner through actively responding to the social, cultural, linguistic, and spiritual and gender diversity of consumers and carers, incorporating those differences in their practice.

4. MENTAL HEALTH PROBLEMS AND MENTAL DISORDERS

Mental health professionals are knowledgeable about mental health problems and mental disorders and the co-occurrence of more than one disease or disorder, and apply this knowledge in all aspects of their work.

5. PROMOTION AND PREVENTION

Mental health professionals promote the development of environments that optimise mental health and wellbeing among populations, individuals and families in order to prevent mental health problems and mental disorders.

6. EARLY DETECTION AND INTERVENTION

Mental health professionals encourage early detection and intervention.

7. ASSESSMENT, TREATMENT, RELAPSE PREVENTION AND SUPPORT

Mental health professionals provide or ensure that consumers have access to a high standard of evidenced-based assessment, treatment, rehabilitation and support services that prevent relapse and promote recovery.

8. INTEGRATION AND PARTNERSHIP

Mental health professionals promote the integration of components of the mental health service to enable access to appropriate and comprehensive services for consumers, family members and/or carers through mainstream health services.

9. SERVICE PLANNING, DEVELOPMENT AND MANAGEMENT

Mental health professionals develop and acquire skills to enable them to participate in the planning, development, implementation, evaluation and management of mental health services to ensure the delivery of coordinated, continuous and integrated care within the broad range of mainstream health and social services.

10. DOCUMENTATION AND INFORMATION SYSTEMS

Mental health professionals maintain a high standard of documentation and information systems on clinical interventions and service development, implementation and evaluation to ensure data collection meets clinical, monitoring and evaluation needs.

11. EVALUATION AND RESEARCH

Mental health professionals systematically monitor and evaluate their clinical practice, consistent with the National Standards for Mental Health Services and relevant professional standards to ensure the best possible outcomes for consumers, family members and/or carers.

12. ETHICAL PRACTICE AND PROFESSIONAL RESPONSIBILITIES

Mental health professionals adhere to local and professionally prescribed laws, codes of conduct and practice, and take responsibility for their own professional development and continuing education and training.

QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and guidelines.
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Alfred Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF

- Ensure compliance with relevant Alfred Health clinical and administrative policies and guidelines.
- Comply with relevant privacy legislation.

- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Alfred Health.
- Comply with Alfred Health medication management and medication safety policies and guidelines.
- Comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.
- Research activities will be undertaken commensurate with the role.
- In compliance with the Victorian Chief Health Officer's Mandatory Vaccination Directions, all Alfred Health employees must be vaccinated against COVID-19 with a TGA approved vaccine.

COMMITMENT TO CHILD SAFETY

Alfred Health has zero tolerance for child abuse and are committed to acting in the best interest of children in our care. We promote cultural safety and participation of Aboriginal children, children of cultural and linguistic diversity and those with disabilities to keep them safe at all times.

OTHER RELEVANT INFORMATION

- Current Victorian Driver's License
- Current Australian working rights
- Satisfactory completion of a Police Check

This position description will be subject to periodic review.

Position Description authorised by: Megan Layne - Operations Manager (IPU)

Date: May 2022