Role Description

Advanced Carer Peer Worker

Job ad reference:	MH597078		
Location*:	Herston	**Unit/Department:**	Psychiatric Emergency Centre Royal Brisbane and Women's Hospital
Status:	Permanent part time, 45.6 hours per fortnight	**Classification:**	AO4
Salary Range:	$45.81 - $50.47 Per hour (plus superannuation and leave loading benefits)	**Closing Date:**	Friday, 1st November 2024
Contact name:	Mat Tipping	**Contact number:**	(07) 3114 0800
Online applications:	www.smartjobs.qld.gov.au		

* Please note: there may be a requirement to work at other facilities located across Metro North Health.
**Future recurring vacancies may also be filled through this recruitment process at any location across Metro North Health.
***Applications from third parties will not be accepted.

Under s25 of the Anti-Discrimination Act 1991, there is a genuine occupational requirement for the incumbent to be a person with lived experience as a carer of a person with mental illness, service use and recovery (identifies as a mental health carer)

Metro North Mental Health (MNMH) supports, encourages, and promotes diversity and inclusion in our workplace. We welcome and encourage people with a lived experience of mental illness and recovery from Aboriginal and Torres Strait Islander, LGBTIQA+, Alcohol and Other Drugs (AOD), Culturally and Linguistically Diverse (CALD), people with a Disability, and other diverse groups and backgrounds to apply.

Purpose of the role

- The Advanced Carer Peer Worker (ACPW) Royal Brisbane and Women's Hospital (RBWH) Psychiatric Emergency Centre (PEC) will work with families and carers of people presenting in mental health crisis, who are attending RBWH PEC.
- The ACPW will use their lived experience as a carer of a person with mental illness and recovery to facilitate the development, planning and delivery of support to families and carers of people presenting in mental health crisis, who are attending RBWH PEC.
- The ACPW will use their lived experience as a carer of a person with mental illness and recovery, to model strategies to families and carers of people presenting in mental health crisis, who are attending RBWH PEC.
- The ACPW will use their lived experience as a carer of a person with mental illness and recovery to model strategies that enable the RBWH PEC multidisciplinary team to develop a better understanding to support families and carers to achieve the best outcomes for people admitted to RBWH PEC.
- The ACPW will work in collaboration with the RBWH PEC multidisciplinary team to facilitate comprehensive assessment, treatment, and care in the context of family and carer support from a lived experience perspective.
- The ACPW will provide direct support to families and carers of people presenting in mental health crisis whilst at RBWH PEC and in transfer of care, if the family or carer's loved one is admitted to the Mental Health Inpatient Unit.

Context and Delegations

- This role reports operationally to the RBWH PEC Nurse Unit Manager (NUM)
- This role reports professionally to RBWH Senior Peer Coordinator, and Team Leader, Lived Experience (Peer) Workforce team
- This role works as an active and collaborative member of the RBWH PEC multidisciplinary team
- This role works collaboratively with the RBWH Lived Experience (Peer) Workforce team
- This role has no Finance or HR Delegation

Key Accountabilities

This successful applicant will carry out the following key accountabilities in accordance with the Metro North Health's values:

- Fulfil the accountabilities of this position in accordance with Metro North's core vision and values.
- Ensure people presenting in mental health crisis, families, carers, and other staff are treated fairly and with mutual respect and understanding, regardless of cultural, religious, ethnic and linguistic background.
- Ability to work autonomously and as part of a multidisciplinary team, complementing existing services to assist families and carers of people presenting in mental health crisis on their recovery journey.
- Connect with families and carers of people presenting in mental health crisis, providing a positive example of family and carer engagement and support, sharing personal experience (when appropriate) of being a carer for someone managing mental health challenges and broader positive strategies of family and carer support, mental health recovery and wellbeing.
- Support families and carers of people presenting in mental health crisis to support their loved one to make positive changes towards recovery by identifying strengths and goals and participate in planning to achieve these i.e. recovery plans and safety planning.
- Support families and carers of people presenting in mental health crisis to support their loved one to meet their recovery goals through practical assistance.
- Act as an advocate for families and carers of people presenting in mental health crisis to RBWH PEC.
- Utilise experience, skills and knowledge in planning, facilitating and evaluating lived experience education, support and provide education that meets the needs of families and carers of people presenting in mental health crisis, and RBWH PEC staff.
- Utilise well developed communication and consultation to work collaboratively with the RBWH PEC multidisciplinary team to promote the function of the ACPW and the MNMH Lived Experience (Peer) Workforce team.
- Contribute to patient safety and quality in delivery of health care through active participation in safety and quality practices and initiatives, including identification of areas of improvement for RBWH PEC.
- As required, provide education and in-services to staff in RBWH PEC and RBWH ED, promoting family and carer inclusive practice, as well as person centred, and recovery focussed care for people presenting in mental health crisis.
- Provide general feedback and advice to the RBWH PEC multidisciplinary team and the RBWH Lived Experience (Peer) Workforce, regarding family and carer engagement and participation, education, support, and recovery-oriented practice.
- Collaborate with Non-Government Organisations (NGOs) as required and assist with building their capacity to provide service to families and carers of people presenting in mental health crisis who are attending RBWH PEC.
- Involvement in the collection of consumer, family and carer feedback as required.
- Involvement in health promotion in relation to mental health, recovery, physical health, and other areas of wellbeing as required.
- Provide lived experience representation on selection and recruitment panels (if required).
- Actively participate in professional supervision, performance appraisal and development processes.
- Be compliant with the timely and accurate input and collection of consumer related information and information relevant to RBWH PEC.
- Complete mandatory and requisite training as relevant to the role including, but not limited to, Occupational Violence Prevention (OVP) training.
- Meet the requirements outlined in Appendix A, in particular Vaccine Preventable Diseases (VPD) requirements.

Staff are expected to possess knowledge of, or have the ability to acquire knowledge of, principles of patient-centred care, recovery-focussed care and trauma-informed care.

For all staff

Staff are expected to possess knowledge of, or have the ability to acquire knowledge of, relevant applications including:

- Electronic clinical systems e.g., Consumer Integrated Mental Health and Addictions Application (CIMHA), Wardview, Hospital Base Client Information System (HBCIS), Emergency Department Information System (EDIS) as relevant
- Electronic education and training systems e.g., Talent Management System (TMS)
- Electronic incident reporting and consumer feedback systems e.g., Riskman
- Electronic operational management systems e.g., Panorama Necto
- Electronic payroll and rostering systems e.g., Workbrain, myHR
- Electronic recruitment management systems e.g., Springboard
- Electronic financial billing systems e.g., Practix

About Metro North Health

Delivering outstanding health services is just one of the ways that we care for our community. Our passion for people is reflected in the way we do our work and live our values every day. We value and nurture our team members so they can provide quality value based care to our patients across our diverse organisation. Our focus on Value Based Healthcare means we expect our staff to deliver the care the patient needs, no more and no less, to achieve the best quality of life for our community. This passion fuels our collaborative culture of innovation and research.

We embrace the diversity of local and greater communities as we provide services to people throughout Queensland, northern New South Wales and the Northern Territory, in all major health specialities including medicine, surgery, mental health, cancer care, trauma, women's and newborn care, and more than 30 sub-specialities. Metro North Health services include rural, regional and tertiary hospitals, and community and oral health services.

Our diverse Health Service provides a wide variety of rewarding career paths across our tertiary/quaternary referral hospitals, secondary hospitals, community health centres, residential and extended care facilities and regional community hospitals. We expect our staff and volunteers to translate our values into action through providing high quality connected care that is relevant, efficient and respectful of our patients' needs and wishes. Our people are passionate about our community and patients, with a focus on putting people first. Come and work where people are at the centre of everything we do and your contribution is truly valued.

Health Equity and Racism

Metro North Health has set out its actions and agreed key performance measures to improve Aboriginal and Torres Strait Islander people's health and wellbeing outcomes.

Racism is a key structural determinant of Aboriginal and Torres Strait Islander people's health inequity. Racism is not always conscious, explicit, or readily visible - often it is systemic. Systemic or institutional racism are forms of racism that are widely and deeply embedded in systems, laws, written or unwritten policies and well-established practices and beliefs that produce, condone, and perpetuate widespread unfair treatment, causing and/or contributing to inherited disadvantage.

It is expected that all Metro North Health staff, including the incumbent of this role as a valuable member of the Metro North workforce, contribute to the health equity agenda and meet the intent of supporting the defined six actions that specifically meet the needs of Aboriginal and Torres Strait Islander people within the National Safety and Quality Health Service Standards (NSQHS), by actively supporting the elimination of racial discrimination and institutional racism; supporting increased access to health care; influencing the social, cultural and economic determinants of health; supporting the delivery of sustainable, culturally safe and responsive health services; and recognise the importance of working with Aboriginal and Torres Strait Islander peoples, communities and organisations to design, deliver, monitor and review the health and support services we provide.

Please visit our website for additional information about Metro North Health. http://metronorth.health.qld.gov.au/

Our Vision

Excellent healthcare, working together, strong and healthy communities.

Metro North Health Values and their corresponding Lominger™ competencies:

Respect

- Interpersonal savvy
- Manages conflict
- Communicates effectively
- Balances stakeholders

Teamwork

- Collaborates
- Develops talent
- Values differences
- Builds effective teams

Compassion

- Customer / patient focus
- Demonstrates self-awareness
- Manages ambiguity
- Being resilient

High performance

- Cultivates innovation
- Action oriented
- Drives results
- Drives vision and purpose

Integrity

- Decision quality
- Ensures accountability
- Courage
- Manages complexity

About Metro North Mental Health

Metro North Mental Health (MNMH) provides services for people with severe and complex mental health needs across the life span including perinatal, child and adolescent, adult, and older persons. MNMH provides several specialist services including consultation liaison, forensic mental health, alcohol and drug services, eating disorders, community mental health and an inner-city homeless team.

All five public hospitals – Royal Brisbane and Women's Hospital (RBWH), The Prince Charles Hospital (TPCH), Caboolture Hospital, Redcliffe Hospital, and Kilcoy Hospital – provide emergency response assessment for crisis situations and are linked to specialist mental health and alcohol and other drugs services for assessment and care. Dedicated acute inpatient services are at the RBWH, TPCH and Caboolture Hospital. Community services are delivered from facilities located in Brisbane City, Fortitude Valley, Herston, Nundah, Chermside, Strathpine, Caboolture, and Redcliffe with outreach services to Kilcoy.

MNMH is also the host site to a range of services provided to a state-wide catchment for alcohol and other drug services. The Alcohol and Drug Service (ADS) works under a harm minimisation model to help clients stop using, reduce use or to use more safely by providing trauma informed, evidence-based treatments including opioid maintenance, substance withdrawal management, needle and syringe program and counselling at several multidisciplinary clinics for clients with alcohol and drug dependence. MNMH hosts Adis 24/7 Alcohol and Drug Support which operates a 24-hour, 7 day a week providing confidential support service for people with alcohol and drug concerns in Queensland, as well as their loved ones and health professionals.

MNMH also has governance oversight of the Queensland Eating Disorders Service (QuEDS), Queensland Health Victim Support Service (QHVSS) and the Queensland Forensic Mental Health Service (QFMHS).

MNMH has a unique and thriving Lived Experience Team, with a commitment to "peer first" in clinical areas and lived experience input into service development and planning. MNMH is committed to the principles of a restorative just and learning culture as a solution to addressing safety a very complex health system through facilitating promotion of safety, effective healing, learning and improvement.

How you will be assessed

You will be assessed on your ability to demonstrate the following values within the context of the "Key Accountabilities". The ideal applicant will be able to demonstrate the following:

- **Respect** – demonstrates interpersonal savvy, manages conflict appropriately, communicates effectively and balances the needs of all stakeholders with utmost respect to all people at all times
- **Teamwork** – collaborates effectively, develops talent, values differences and builds effective teams to bring about best use of resources to deliver healthcare services
- **Compassion** – is patient / client focussed, demonstrates self-awareness and the effects of behaviour on others, deals with or manages ambiguity and complexity, demonstrates resilience in the delivery of patient services or support in the delivery of services to patients
- **High Performance** – cultivates innovation, is action oriented, drives results and supports Metro North Health's vision and purpose to exceed expectations of our patients and stakeholders
- **Integrity** – demonstrates sound decision quality, ensures accountability, demonstrates courage in the face of adversity and works effectively / manages complexity to ensure work output and decisions are ethical and invariably of a high standard
- Demonstrated experience and knowledge of family and peer work principles, recovery principles, trauma informed care and strength-based approaches
- Demonstrated well developed communication skills and ability to work as part of a multidisciplinary team
- Demonstrated ability to maintain professional boundaries
- Demonstrated skills in computer literacy
- Demonstrated ability to advocate for families and carers of people presenting in mental health crisis
- Demonstrated ability to plan and deliver wellbeing education programs and groups
- Demonstrated ability to share lived experience as a carer of people presenting in mental health crisis, to support families, carers and staff to develop their own understanding of recovery

Mandatory qualifications/professional registration/other requirements

- Under s25 of the Anti-Discrimination Act 1991, there is a genuine occupational requirement for the incumbent to be a person with lived experience as a carer of a person with mental illness, service use and recovery (identifies as a mental health carer).
- A personal lived experience as a carer of a person with mental illness and recovery and the ability to advocate for and support families, carers and people experiencing a mental health crisis in the RBWH PEC setting.
- A carer of a person with mental illness who is a previous service user of mental health services and experience as a carer of a person with mental illness who is a mental health consumer (public or private).
- **Disclosure of Serious Disciplinary History**: Under the Public Sector Act 2022, applicants are required to disclose any previous serious disciplinary action taken against them.
- It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment (Health Employment Directive No. 01/16):
    - Measles, mumps, rubella (MMR)
    - Varicella (chicken pox)
    - Pertussis (whooping cough)
    - Hepatitis B
    - Tuberculosis

Highly desirable requirements for the role include:

- Applicants hold or are working towards a Certificate IV in Mental Health Peer Work or equivalent.
- Experience working within a public mental health service or the NGO sector.
- This position will be required to work all shifts in accordance with their agreed roster.
- This position may be required to travel and work across all Metro North Mental Health services which includes Royal Brisbane and Women's Hospital, The Prince Charles Hospital, Caboolture and Redcliffe Hospitals and various mental health community sites.
- The incumbent may be required to operate a motor vehicle; therefore proof of a current 'C' class licence must be provided.

How to apply

Please provide the following information to the panel to assess your suitability:

1. **A short statement (maximum 2 pages) -** Formulate your response to the dot points listed under "*How you will be Assessed"* within the context of the *"Key Accountabilities*"
   And
2. **Your current CV or Resume, including referees**. You must seek approval prior to nominating a person as a referee. Referees should have thorough knowledge of your work performance and conduct, and it is preferable to include your current/immediate past supervisor. By providing the names and contact details of your referee/s you consent for these people to be contacted by the selection panel. If you do not wish for a referee to be contacted, please indicate this on your CV or Resume.

Instructions on how to apply

- Submit your application online at www.smartjobs.qld.gov.au by the closing date.
- Please note that hand delivered applications will not be accepted.
- Only those persons eligible to work in Australia may be employed by Metro North Health. Prospective employees are required to provide proof of identity and documentary evidence of their right to work in Australia.
- Late applications cannot be submitted online. For a late application to be considered, please arrange approval and submission via the contact officer.

Team Structure

Metro North Mental Health Lived Experience (Peer) Workforce Team Structure					
Director of Lived Experience (Peer) Workforce (AO8) Team Leader, Lived Experience (Peer) Workforce (AO6) Senior Peer Coordinator (AO5) Administration Support (AO3) Peer Assistant (AO2)					
RBWH		**TPCH**		**Redcliffe-Caboolture**	
Senior Peer Coordinator (AO5)		**Senior Carer Peer Coordinator (AO5)**		**Senior Carer Peer Coordinator (AO5)**	
Advanced Peer Worker (AO4) Psychiatric Emergency Centre **Advanced Peer Worker Alcohol and Other Drugs (AO4)** Psychiatric Emergency Centre **Advanced Carer Peer Worker (AO4)** Psychiatric Emergency Centre		**Advanced Peer Worker (AO4)** Acute Care Team-ED Crisis Support Space		**Advanced Peer Worker (AO4)** Caboolture Short Stay Unit	
Inpatient	**Community**	**Inpatient**	**Community**	**Inpatient**	**Community**
Peer Worker (AO3) RBWH Mental Health Units	**Peer Worker (AO3)** Somerset Villas Community Care Units Community Teams	**Peer Worker (AO3)** TPCH Mental Health Units Crisis Support Space Short Stay Pathway	**Peer Worker (AO3)** Pine Rivers Community Care Units Community Teams	**Peer Worker (AO3)** Caboolture Mental Health Units	**Peer Worker (AO3)** Community Teams

Appendix

Diversity and Inclusion

We are committed to providing a diverse and inclusive workplace for our people and our community. We encourage people of all genders, races, ages and abilities to apply for roles within Metro North Health and strive to ensure that our workplace is free from all forms of discrimination and harassment.

As an Equal Employment Opportunity (EEO) employer we ensure that our selection processes and employment decisions are undertaken in a non-discriminatory way and are consistent with the requirements of the Anti-Discrimination Act 1991. If there are any reasons that you may have challenges with the recruitment process, please let us know when we contact you.

Work Health and Safety

We are committed to *Putting People First* to provide better healthcare. This commitment includes a dedicated *People Focussed Safety* culture.

This culture commits to the health, safety and wellbeing of staff, volunteers and other persons, through the provision of a dynamic and comprehensive Health and Safety Management System (HSMS). The HSMS provides for proactive safety initiatives, early injury management practices with a strong focus on a safe and durable return to work.

The provision of a Health and Safety environment within Metro North Health is everyone's responsibility.

Safety and Quality

Relevant to the position, staff participate in the ongoing education, implementation, monitoring and evaluation of safety and quality initiatives relevant to The National Safety and Quality Health Services Standards 2nd Edition and the Australian Council on Healthcare Standards (ACHS).

Vaccine Preventable Diseases (VPD) Requirements (Health Employment Directive No. 01/16)

It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment:

- Measles
- Mumps
- Rubella
- Varicella (chicken pox)
- Pertussis (whooping cough)
- Hepatitis B

Further vaccinations may be required due to particular risks for a role; examples include:

- Hepatitis A – Workers in regular contact with untreated sewerage
- Q Fever – Research or Laboratory staff regularly handling specimens

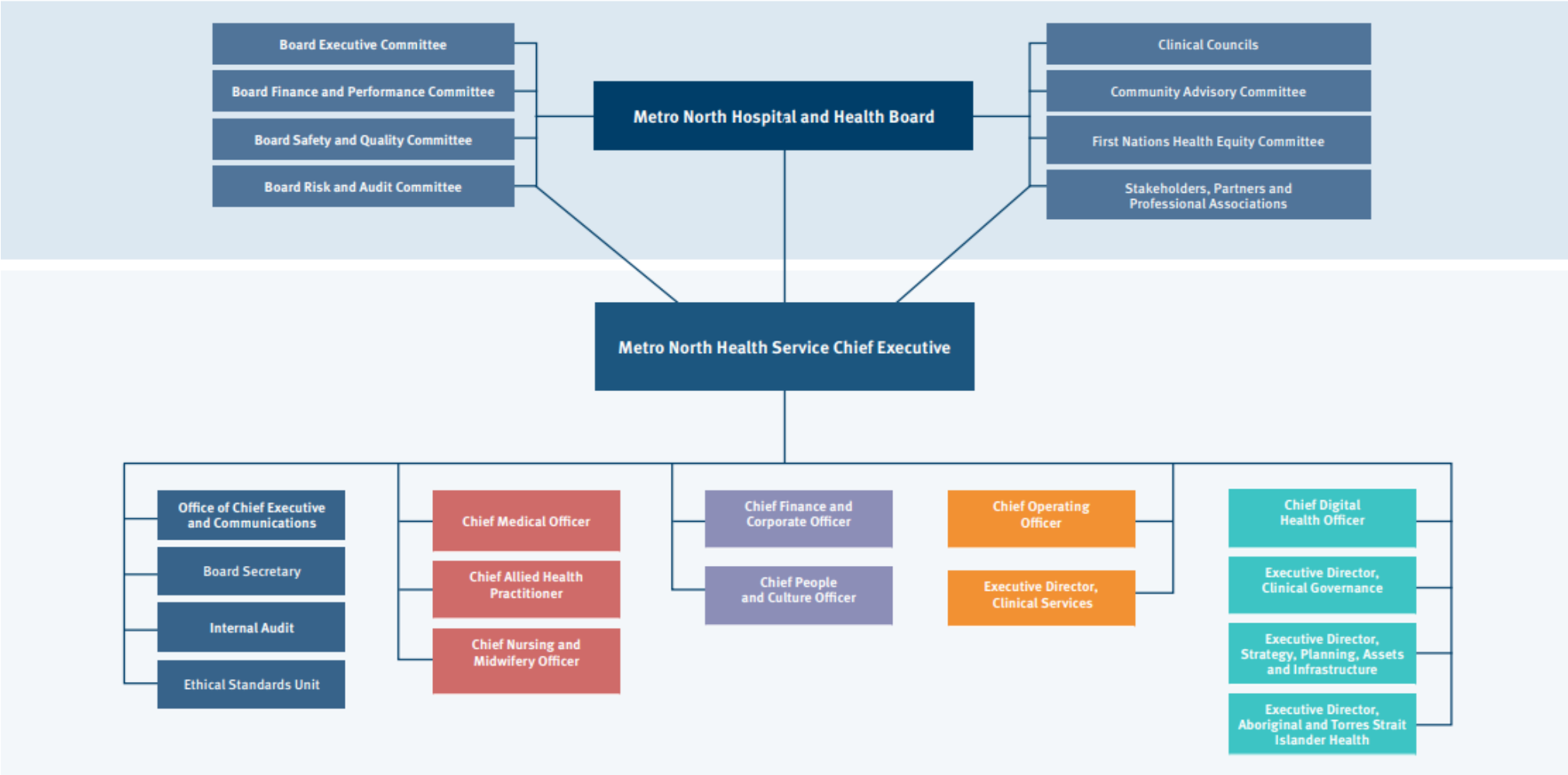
All new employees who will be working in clinical areas must be assessed for their risk of tuberculosis and screening undertaken if required.

Existing staff that are engaged prior to 1 July 2016 are **not subject** to this condition of employment unless they apply for a role with VPD requirements that is with a different Queensland Health entity (i.e. one Health Service to another Health Service, Department of Health (DoH) to a Health Service, or Health Service to DoH).

Additional Information

- Applications will remain current for 12 months or for the duration of the vacancy.
- Future vacancies of a temporary, full time and part time nature may also be filled through this recruitment process.
- Health Care Workers in Queensland Health whose occupation poses a potential risk of exposure to blood or body fluids must be immunised against Hepatitis B according to the National Health and Medical Research Council Australian Immunisation Handbook and the Queensland Health Infection Control Guidelines.
- Pre-employment screening, including criminal history and discipline history checks, will be undertaken on persons recommended for employment. Roles providing health, counselling and support services mainly to children will require a Blue Card, unless otherwise exempt. Roles providing services to National Disability Insurance Scheme (NDIS) participants require an NDIS worker screening check.
- Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role.
- Applicants will be required to give a statement of their employment as a lobbyist within one (1) month of taking up the appointment. Details are available at: https://www.forgov.qld.gov.au/__data/assets/pdf_file/0033/185919/lobbyist-disclosure-policy_0.pdf
- Employees who are appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment. For further information, refer to Probation HR Policy B2 https://www.health.qld.gov.au/system-governance/policies-standards/doh-policy/policy/qh-pol-197.pdf
- All relevant health professionals, who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.

Metro North Health **Executive Structure**



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EFFECTIVE DATE: 08/2023