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## SA Health Job Pack

<b>Job Title</b>	Peer Specialist – Woodleigh House
<b>Job Number</b>	675347
<b>Applications Closing Date</b>	8 March 2019
<b>Region / Division</b>	Northern Adelaide Local Health Network
<b>Health Service</b>	Modbury Hospital
<b>Location</b>	Modbury
<b>Classification</b>	OPS2
<b>Job Status</b>	Permanent Part-Time – 18.75 hours per week
<b>Indicative Total Remuneration*</b>	\$59,718 - \$64,366 p.a. (pro-rata)

## 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:

- Child Related Employment Screening - **DCSI**
- Vulnerable Person-Related Employment Screening - **NPC**
- Aged Care Sector Employment Screening - **NPC**
- 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

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# 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>	Peer Specialist
<b>Classification Code:</b>	OPS2
<b>LHN/ HN/ SAAS/ DHA:</b>	Northern Adelaide Local Health Network
<b>Hospital/ Service/ Cluster</b>	Mental Health
<b>Division:</b>	Adult Acute
<b>Department/Section / Unit/ Ward:</b>	Woodleigh House
<b>Role reports to:</b>	Nurse Unit Manager / Team Leader
<b>Role Created/ Reviewed Date:</b>	September 2018
<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 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 Northern Adelaide Local Health Network, the Peer Specialist is responsible for:</p> <p>Assisting people who have a mental health illness and service providers to understand the concept of recovery. Recovery acknowledges that having a mental illness does not mean lifelong deterioration. People with a mental illness are recognised as whole, equal and contributing members of the community, with the same needs and aspirations as everyone else. This position does not replace the roles currently performed by the clinical team. The Peer Specialist will utilise the <i>lived experience</i> to assist consumers and the treating team to achieve the best outcomes for individuals.</p> <p>The Peer Specialist will work under the general direction of the Nurse Unit Manager to provide a range of non-clinical support, specifically to inpatients in collaboration with those services provided by the professional/clinical staff team.</p> <p><b><i>The Peer Specialist by utilising their “Lived Experience” will:</i></b></p> <ul style="list-style-type: none"><li>• Plan and evaluate educational groups for patients, with the aim of promoting recovery, increasing their psychological well-being and self-management strategies, in conjunction with Mental Health Service staff.</li><li>• Serve as a positive role model to patients and carers, and as a source of information on their personal experience of managing mental illness.</li><li>• Share recovery skills, strategies and experiences with the patient/carer group.</li></ul>

<b>Direct Reports:</b>
> Nil

## Key Relationships/ Interactions:

### Internal

- > The Peer Specialist works collaboratively with all staff as a member of the mental health multidisciplinary team
- > Has a collaborative working relationship with consumers, carers and relatives.
- > Has a collaborative working relationship with the Carer Consultant and the NALHN Lived Experience Workforce

### External

- > Maintains relationships with non-government organisations or other government organisations.

## Challenges associated with Role:

Major challenges currently associated with the role include:

- > Working in a culturally respectful way with patients, carers and their families where there are multiple complexities, diverse cultural backgrounds and expectations of patients.
- > Utilising 'lived experience' knowledge while maintaining professional boundaries
- > Accepting responsibility for the maintenance of own knowledge and practices.

## Delegations:

- > NIL

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Lived Experience	<ul style="list-style-type: none"><li>&gt; Role modelling a shared personal experience of a psychiatric disorder, treatment, the mental health service and recovery;</li><li>&gt; Role modelling effective coping strategies and what has helped you in your personal recovery from mental illness;</li><li>&gt; Role model that personal recovery is possible.</li></ul>
Collaborative work with family and carers	<ul style="list-style-type: none"><li>&gt; Ensures that family and carer input is recognised and their needs addressed;</li><li>&gt; Offers opportunities to be involved in program planning;</li><li>&gt; Takes into account social and cultural diversities to ensure equal access to programs.</li></ul>
Provide continuity of care	<ul style="list-style-type: none"><li>&gt; Provide support to patients when discharged to engage with community supports;</li><li>&gt; Advocate and negotiate on behalf of the consumer with relevant groups/organisation;</li><li>&gt; Communicate with other mental health service providers regarding consumers' participation in programs;</li><li>&gt; Provide services to consumer to promote and facilitate the use of supports available at the local community level and that take into account social and cultural diversities.</li></ul>

Participate in community development	<ul style="list-style-type: none"> <li>&gt; Respond to requests to provide mental health information;</li> <li>&gt; Involvement in educational activities within the local community to raise awareness of the needs, treatment and other issues associated with mental illness.</li> </ul>
Promote recovery	<ul style="list-style-type: none"> <li>&gt; Highlight which behaviours have facilitated recovery;</li> <li>&gt; Providing educational tips on recovery;</li> <li>&gt; In collaboration with other team members assist consumers to develop understanding of their early warning signs and a Relapse Prevention Plan;</li> <li>&gt; In collaboration with other team members assist consumers to develop an understanding of the role of varied treatments in managing symptoms.</li> </ul>
Work effectively with the multidisciplinary team	<ul style="list-style-type: none"> <li>&gt; Be actively involved in formulating team aims and objectives and contributing towards their attainment;</li> <li>&gt; Contribute in clinical reviews;</li> <li>&gt; Provide expertise to assist in planning in consumer programs;</li> <li>&gt; Participate in staff development activities as appropriate.</li> </ul>
Develop and support a standard of excellence in mental health	<ul style="list-style-type: none"> <li>&gt; Commit to the National Standards for Mental Health Services, the NALHN and Mental Health Vision and Values and performing role and responsibilities in accordance with those standards, vision and values;</li> <li>&gt; Perform roles, responsibilities and duties in accordance with the NALHN, Mental Health Strategic Plan;</li> <li>&gt; Practice within the parameters of professional code of conduct and the National Practice Standards for the Mental Health Workforce;</li> <li>&gt; Participate in the NALHN Mental Health service evaluation strategy with mental health staff, consumers, their families and carers, other service providers and the defined community;</li> <li>&gt; Participate in continuous quality improvement activities to achieve accreditation;</li> <li>&gt; Maintain contemporary professional knowledge and skills through involvement in and at times facilitating ongoing staff development and education;</li> <li>&gt; Attend mandatory in-service programs;</li> <li>&gt; Promote community acceptance for people who live with mental illness;</li> <li>&gt; Assist with training and support for consumers, their families and carers to maximise their participation in recovery programs;</li> <li>&gt; Participate in the NALHN Mental Health performance development and management program, including appraisals;</li> <li>&gt; Participate in education and professional development to maintain and enhance skills;</li> <li>&gt; Participate in mental health related research activities as required.</li> </ul>
Promote teamwork and patient engagement	<ul style="list-style-type: none"> <li>&gt; Demonstrate respect, courtesy and care by valuing team members, for their unique potential and skills;</li> <li>&gt; Participate in communication forums with staff, consumers, their families and carers.</li> <li>&gt; Be aware of own communication style and behaviours and modifying these to achieve positive outcomes and relationships;</li> <li>&gt; Provide honest and sensitive feedback, whilst being receptive to and encouraging constructive feedback.</li> </ul>
Educational Groups	<ul style="list-style-type: none"> <li>&gt; In conjunction with other staff plan, present and evaluate educational groups for consumers.</li> </ul>
Communication	<ul style="list-style-type: none"> <li>&gt; Assisting with the communication flow between the consumer and treating team.</li> </ul>
Service Planning	<ul style="list-style-type: none"> <li>&gt; Representing the patient's perspective in planning and the co design of the mental health services.</li> </ul>

### 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 Criminal and Relevant History Screening.
- > *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* 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.
- > Must have a current SA driver's licence and willingness to drive a Government vehicle is essential.

### General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, 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.*
- > *Independent Commissioner Against Corruption Act 2012 (SA)*
- > *Information Privacy Principles Instruction*
- > *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.*

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

**Cultural Commitment:**

NALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, NALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce

**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.

**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.

**White Ribbon:**

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

**Resilience:**

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

# Knowledge, Skills and Experience

## Essential Minimal Requirements

### **Educational/Vocational Qualifications**

- First Aid Certificate

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

- Understanding the philosophy of rehabilitation and recovery from a mental health illnesses
- Skills in interacting with people who are experience significant mental health issues
- Skills in presenting information in a clear way and within a limited timeframe
- Ability to formulate answers to varied questions from individual and group participants
- Effective written and verbal communication skills
- Commitment to working as an effective team member
- Respectfully participate and contribute within a team environment
- Ability to maintain confidentiality
- Demonstrated ability to respect and value the individuality of mental health consumers
- Ability to communicate with mental health patients and staff in both written and verbal form
- Proven ability to demonstrate and share positive strategies for healthy community living with those who have a mental illness, with carers and with staff
- Demonstrated ability to take an active role in managing own stress levels, recognises own limits and seek help when required
- Demonstrated basic computer skills.

### **Experience**

- A personal “lived experience” of mental illness and recovery.
- Individual lived experience using strategies for recovery from mental illness
- Experience in working with consumers of mental health services in group settings
- Personal experience of using strategies to manage recovery from mental illness, e.g. relapse prevention plans, wellness recovery action plans
- Individual lived experience of mental illness and an understanding of how mental health illness can affect the person, carer and the community
- Personal experience of receiving a service from mental health service and from other community services.

### **Knowledge**

- Understanding of Work Health and Safety principles and procedures
- Understanding of the Australian National Safety & Quality Health Service Standards
- Knowledge of a range of different community services
- Knowledge of a range of strategies of self-management of mental health
- Understanding of mental illness and the impacts on the individual, carers and their community
- Relevant legislation pertaining to mental health services
- National mental health reform strategy and agenda
- Knowledge of the Carers Recognition Act 2005
- Knowledge of mental health community services and referral pathways.

## **DESIRABLE CHARACTERISTICS**

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

### **Educational/Vocational Qualifications**

- Certificate IV in Mental Health Work – Non Clinical or equivalent qualifications
- Relevant undergraduate and postgraduate qualifications
- Peer worker training through accredited organisations

### **Experience**

- Proven experience in basic computing skills, including email and word processing
- Demonstrated experience in working within a health team environment and successful participation in such a setting
- Experience in working with people with mental health issues
- Demonstrated experience in working in peer worker roles within mental health services clinical and non-clinical.

### **Knowledge**

- Knowledge of group work skills
- Knowledge of the South Australian Mental Health Services and systems
- Knowledge of the Australian National Mental Health Strategy.

## 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, the Minister for Ageing, and the Minister for Mental Health and Substance Abuse. The Department for Health and Ageing is an administrative unit under the Public Sector Act 2009.

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

### 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.

### Health Network/ Division/ Department:

The implementation of the National Health Reform in 2011 saw the establishment of five Local Health Networks across SA intended to promote, maintain and restore the health of the communities they serve.

The Northern Adelaide Local Health Network (LHN) provides care for around 341,000 people living in the northern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. More than 3,800 skilled staff provide high quality patient care, education, research and health promoting services.

The Northern Adelaide Local Health Network (NALHN) provides a range of acute and sub acute health services for people of all ages and covers 16 Statistical Local Areas and four Local Government Areas (one of which crosses the Central Adelaide Local Health Network) and includes the following:

- Lyell McEwin Hospital
- Modbury Hospital
- Sub-Acute
- GP Plus Health Care Centres and Super Clinics
- Aboriginal Health Care Services
- Mental Health Services (including two state-wide services – Forensics and Older Persons)

NALHN offers a range of primary health care services across the northern metropolitan area of Adelaide, with a focus on providing preventive and health promoting programs in the community, and transition and hospital substitution and avoidance programs targeted at chronic disease and frail aged.

Clinical leadership of care systems is central to the current national and state wide health reforms. NALHN care delivery is configured within clinical divisions that are patient-focused, clinically led groupings of services. Clinical Divisions are responsible for managing service delivery activities across NALHN campuses and units, bringing together empowered experts to directly make relevant decisions.

NALHN Mental Health Division (MHD) provides a number of services to the adult population living within the NALHN Mental Health boundaries. The MHD covers inpatient and community services and includes:

- > NALHN Adult Community and Inpatient Mental Health Services

- > Older Persons Mental Health Service and State-wide Older Persons Mental Health Service
- > State-wide Forensic Service

## Values

### SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

### 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 understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document

**Name:**

**Signature:**

**Date:**