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SA Health Job Pack

Job Title	Carer Consultant
Job Number	663200
Applications Closing Date	15 June 2018
Region / Division	Department for Health and Wellbeing
Health Service	Office of the Chief Psychiatrist
Location	Adelaide CBD
Classification	ASO6
Job Status	Full Time / Term Contract (up to 30 June 2019)
Salary	\$89,184-\$94,543

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 - see Career Information, or by referring to the nominated contact person below.

Contact Details

Full name	Michele Burman
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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

Role Title:	Carer Consultant
Classification Code:	ASO6
LHN/ HN/ SAAS/ DHA:	Department for Health and Ageing
Hospital/ Service/ Cluster	Department for Health and Ageing
Division:	Finance and Corporate Services
Department/Section / Unit/ Ward:	Office of the Chief Psychiatrist
Role reports to:	Manager, Office of the Chief Psychiatrist
Role Created/ Reviewed Date:	Reviewed February 2017
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)

ROLE CONTEXT

Primary Objective(s) of role:

- > The Carer Consultant is responsible for engaging with, consulting and facilitating the input of mental health carers into the planning and delivery of mental health services in South Australia. The Carer Consultant is responsible for the planning, development and implementation of projects and initiatives which ensure carer input is optimised.

Key Relationships/ Interactions:

The Carer Consultant reports to and receives direction from the Chief Psychiatrist.

Internal

- > Chief Psychiatrist
- > Office of the Chief Psychiatrist Senior Management and other OCP staff
- > Director Mental Health Strategy
- > Mental Health Strategy Unit Senior Management and other Mental Health Strategy Unit staff
- > Consumer Consultant

External

- > Carers
- > Non-government organisations
- > Regional and private mental health service organisations
- > Other state and national mental health service jurisdictions

Challenges associated with Role:

Major challenges currently associated with the role include:

- > To provide accurate representation from a diverse client group

Delegations:

Whilst the incumbent will not hold finance or HR delegations they are required to comply with relevant delegation policies and procedures

Resilience:

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

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.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures 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.
- > Information Privacy Principals Instruction – Premier and Cabinet Circular 12.
- > 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.

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.

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 Background Screening and National Criminal History Clearance.
- > *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993* (Cth) or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 1998* made in 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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Contribute to mental health strategic planning, partnerships, policy, program and service development by	<ul style="list-style-type: none"> > Developing, implementing, monitoring and evaluating strategies, initiatives and projects which maximise the involvement of carers in the planning and development of SA mental health services. > Advocating for, and identifying and defining, the role of carers in mental health service development. > Preparing reports and briefings for consideration in strategic planning, policy program and service development. > Undertaking research and maintaining awareness of carer roles in other mental health jurisdictions nationally and internationally. > Identifying, defining and developing the role and contribution required of carers. > Facilitating the development and implementation of frameworks that ensure the engagement of carers. > Establishing statewide carer forums. > Synthesising critical and complex information gathered from carer stakeholders. > Identifying, planning and coordinating, where required, the provision of training and development opportunities for mental health services staff to ensure an understanding of consumer and carer needs. > Develop strategic partnerships with a broad range of key carer stakeholders by identifying, establishing and maintaining inclusive and collaborative relationships. > Developing and implementing guidelines and procedures for the carer participation process, including privacy and confidentiality measures and complaint mechanisms. > Collaborating with carer representative organisations and groups to identify and coordinate available resources to support and improve participation.
Support mental health improvement	<ul style="list-style-type: none"> > Participate in projects auspiced by the Office of the Chief Psychiatrist.
Maintain consistent consumer and carer liaison practices and processes.	<ul style="list-style-type: none"> > Collaborate with the Consumer Consultant to develop and maintain consistent consumer and carer liaison practices and processes.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > None

Personal Abilities/Aptitudes/Skills

- > Demonstrated commitment to, empathy for, and appreciation of, the sensitivities of, mental health consumers, carers and other stakeholders.
- > Proven ability to work strategically, innovatively and to resolve complex problems
- > Demonstrated ability to establish and maintain working relationships with a wide range of people from differing cultural / language / health backgrounds.
- > Highly developed written and verbal communication skills, including the ability to consult, influence, negotiate and resolve conflict.
- > High level interpersonal skills that foster trust and cooperation and a proven ability to work effectively and with integrity within a complex and politically sensitive environment.
- > Demonstrated ability to manage high volumes of work, exercise judgement and delegated authority and determine priorities.
- > Ability to work autonomously and as a member of a multi-disciplinary team.
- > Ability to interpret and provide advice in relation to the Carers Recognition Act 2005, the SA Carers Charter and SA Carers Policy.

Experience

- > Experience in community development and advocacy within a human services context.
- > Experience in working collaboratively with a range of relevant stakeholders, including the establishment of relationships across government.
- > Experience in providing an advisory and consultancy service to staff and management.
- > Experience in the assessment, development, implementation and evaluation of strategy, policy, projects and programs.
- > Experience in group facilitation to gain insight, influence direction and resolve problems.
- > Lived expertise as a mental health carer and significant application of same.

Knowledge

- > A sound knowledge of mental health service structures and systems within South Australia.
- > Understanding of and empathy for the carer experience in mental health services, including human rights, health, well being and family relationships, especially in the area of social and emotional well being.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Tertiary qualifications in a relevant discipline and /or extensive community experience.

Personal Abilities/Aptitudes/Skills:

- > Proven ability to initiate new networks and linkages within the mental health and related sectors quickly and efficiently.

Experience

- > Experience representing an organisation effectively and influencing the agenda of statewide and/or national forums.

Knowledge

- > Knowledge of Commonwealth and State initiatives in improving the role of the carer in mental health.
- > Sound knowledge of emerging trends and policy directions in mental health, both nationally and internationally

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 and Ageing and the Minister for Mental Health and Substance Abuse.

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

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.

Department for Health and Ageing:

The Department for Health and Ageing assists the Minister for Health and Ageing and Minister for Mental Health and Substance Abuse to set the policy framework and strategic directions for SA Health. The Department supports the delivery of public health services, formulates health policy, facilitates public and consumer consultation on health issues, and monitors the performance of South Australia's health system by providing timely advice, research and administrative support.

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; it sets out the South Australian Public Sector values as:

- > Service – Proudly serve the community and Government of South Australia.
- > Professionalism – Strive for excellence.
- > Trust – Have confidence in the ability of others.
- > Respect – Value every individual.
- > Collaboration & engagement – Create solutions together.
- > Honesty & integrity – Act truthfully, consistently, and fairly.
- > Courage & tenacity- Never give up.
- > Sustainability – Work to get the best results for current and future generations of South Australians.

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 understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date: