

## Statement of Duties

<b>Position Title:</b> Carer Worker	<b>Position Number:</b> Generic	<b>Effective Date:</b> November 2017
<b>Group and Unit:</b> Tasmanian Health Service (THS) - Mental Health and Statewide Services		
<b>Section:</b> Mental Health Services	<b>Location:</b> South, North, North West	
<b>Award:</b> Health and Human Services (Tasmanian State Service)	<b>Position Status:</b> Fixed-Term	
	<b>Position Type:</b> Part-time	
<b>Level:</b> 5	<b>Classification:</b> Health Services Officer	
<b>Reports To:</b> Team Leader		
<b>Check Type:</b> Annulled	<b>Check Frequency:</b> Pre-employment	

### Focus of Duties:

- The role of the Carer Worker is to support and assist in improving the wellbeing of families and carers of people with a mental illness with the provision of peer support.
- The Carer Worker will work as an integral part of the clinical team, assisting in care-planning and liaising with internal and external stakeholders to ensure the best outcome for the consumer.
- The role is responsible for providing support for families and carers of people with a mental illness in their recovery journey and assisting individuals in navigating the mental health system, accessing external support and providing opportunity for peer learning through the provision of non-clinical support that compliments clinical care.
- The Carer Worker works cooperatively and positively with families, carers and staff to encourage participation in individual treatment and recovery, through the identification of the carers ideas, suggestions and concerns, supporting families and carers to advocate on behalf of themselves and their family member.

### Duties:

1. Act as a positive role model for family/carers by using personal experience as a carer to share information, skills and strategies that support and promote the health and wellbeing of family/carers.
2. Provide individual and direct support to family/carers, by engaging in telephone and or face-to-face contact with families and carers of people with mental illness.
3. Assist in discharge planning and implementation for clients and their family/carers, including completion of wellness and recovery plans, assisting in a smooth transition into community rehabilitation and/or recovery programs and community life more broadly.
4. Support the rights of people affected by mental health problems and mental disorders and those of their family/carers, maintaining their privacy, dignity and confidentiality.

5. Provide information about community resources and services to families and carers and assist to ensure they are aware of their rights and responsibilities.
6. Model self-advocacy strategies and encourage families and carers towards self-advocacy and act as the families/carers voice when required.
7. Participate in family/carers activities within the Mental Health Adult Program.
8. Maintain documentation and administrative records, related data and confidentiality of client information in keeping with Agency policy to ensure accountability, and to assist with the evaluation process and compliance with legal and policy requirements.
9. Maintain knowledge and understanding of policies and procedures.
10. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
11. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

### **Scope of Work Performed:**

The Carer Worker will work under the general supervision of the Team Leader, or delegate. The occupant will:

- Assist the Case Managers in relation to work with specific consumers.
- Liaise and receive support from Community Sector Consumer/Carer Worker networks.
- Comply at all times with THS policy and protocol requirements, in particular those relating to mandatory education, training and assessment.

### **Essential Requirements:**

*Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.*

- Personal experience of mental illness and use of clinical mental health services.
- Current Driver's Licence.
- The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:
  - I. Conviction checks in the following areas:
    - a) crimes of violence
    - b) sex related offences
    - c) serious drug offences

- d) crimes involving dishonesty
  - e) serious traffic offences
- 2. Identification check
- 3. Disciplinary action in previous employment check

### **Desirable Requirements:**

- Certificate IV in Mental Health Peer Work, or willingness to work towards same.

### **Selection Criteria:**

1. Demonstrated personal experience as a family member or carer of a person with a mental illness and the ability to utilise own experience constructively for the benefit of others.
2. Demonstrated understanding of the impact of mental illness on consumer, families and carers with an understanding of peer support, self-determination and person centred care.
3. Ability to communicate and develop rapport with carers, consumers and other health services by using one's own experience productively and encouraging others to share their own experiences.
4. Confidence and resilience to support families and carers of people with a mental illness in situations of stress and crisis.
5. Ability to work collaboratively within a multidisciplinary clinical team.
6. An understanding of consumer confidentiality and appropriate conduct.

### **Working Environment:**

The Department of Health and Human Services (DHHS) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health and human services system, and value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

*State Service Principles and Code of Conduct:* The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

*Fraud Management:* The Department of Health and Human Services and Tasmanian Health Service have a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Director HR Management and Strategy or to the Manager Internal Audit. DHHS and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

*Delegations:* This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. DHHS and the THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

*Blood borne viruses and immunisation:* Health Care Workers (as defined by DHHS and THS policy) with the Department of Health and Human Services and Tasmanian Health Service are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

*Records and Confidentiality:* Officers and employees of the Department of Health and Human Services and the Tasmanian Health Service are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

*Smoke-free:* The Department of Health and Human Services and the Tasmanian Health Service are smoke-free work environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.