



ROLE DESCRIPTION

Role Title:	Carer Consultant		
Classification Code:	OPS2	Position Number	P05942 / P05967
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	Mental Health Clinical Program		
Division:			
Department/Section / Unit/ Ward:	RAH Acute / Eastern Acute mental health unit(s)		
Role reports to:	Operationally to the Senior Clinical Psychologist Professionally to the Coordinator Consumer Engagement		
Role Created/ Reviewed Date:	21/05/2020		
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)		
Immunisation Risk Category:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)		

ROLE CONTEXT

Primary Objective(s) of role:

The Carer Consultant utilises their *Lived Experience* of caring for a person with mental illness to support families and carers of patients on the RAH and/or Eastern Acute mental health ward(s). This is through recognition that people with serious mental illness are not ill in isolation – the illness also has an impact on their families and significant others. The Carer Consultant works to provide family inclusive contact throughout the patient journey, ensuring the opportunities for family involvement occur early, are ongoing and are embedded characteristics of the support provided.

Key Relationships/ Interactions:

Internal

- The Senior Clinical Psychologist for specific day to day matters related to role and responsibility.
- The Coordinator Consumer Engagement for professional development of skills specific to work as a Lived Experience staff member.
- Carer Consultant participates in the Lived Experience staff meetings and training programs.
- Has a collaborative working relationship with the Peer Specialist.

External

- Maintaining networks with community based organisations which provide support to families and carers

Challenges associated with Role:

Major challenges currently associated with the role include:

- Sharing personal experience of caring for someone with a psychiatric disorder who has received care from a mental health services. The carer consultant role:
 - Supports carers through the consumers recovery
 - Based on their own lived experience the Carer Consultant may highlight which behaviours have facilitated recovery and which have interfered with recovery and what has helps family members through this process, including providing written information and linking addition family support programs when needed
 - Provide educational tips on stress management when carer for someone with a mental illness
- Working as part of a large mental health unit with regular turnover of patients means that the time spent with individual family members and carers can sometimes be very brief.
- Finding ways to be available for family members and carers at times that are suitable for them – which is why the RAH Carer Consultant role operates over a 7 day roster with some evening work.

Delegations:

Delegated Level: none

Staff supervised: Direct 0 Indirect 0

Special Conditions:

- It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided the a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- *For appointment in a Prescribed Position* under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- For '*Prescribed Positions*' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for '*Approved Aged Care Provider Positions*' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- 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.
- This position works over a 7 day roster with early and late shifts.

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 for Health Care Workers in South Australia Policy Directive*.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- *Children and Young People (Safety) Act 2017 (SA)* '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.

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.

Cultural Commitment:

CALHN 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, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

Resilience:

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

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
"Lived Experience"	<ul style="list-style-type: none"> • A personal 'lived experience' of caring for someone with a mental illness • Share personal experience of caring for a loved one with a psychiatric disorder, including treatments, navigating the mental health services and providing hope for recovery. • Share effective coping strategies and what has helped you in your personal family recovery from mental illness • Role model family recovery is possible
Promote family inclusive services	<ul style="list-style-type: none"> • Actively contributing information/lived experience in team planning meetings to highlight family friendly services including carer information and assistance about respite options. • Acting as a team resource for family/carer orientated community resources • Working collaboratively with other members of the team in the application of carer/family friendly practices and protocols for admission, treatment and discharge planning • Promoting the needs of families/carers at service planning activities eg group programs • Actively supporting families to access respite in partnership with the multi-disciplinary team. •
Educational Groups	<ul style="list-style-type: none"> • In conjunction with other staff plan conduct family/carer education sessions
Education	<ul style="list-style-type: none"> • In conjunction with other staff and under the supervision of the Senior Clinical Psychologist respond to the family/carer needs for information about mental illness, likely processes and support needs, including assistance with respite information and arrangements by: • Being available to family/carers throughout the consumer's admission for a service within the specific health unit. to actively support and "hear their story" • Providing lived experience, skills and strategies to promote family based recovery • Assisting the family/carer with information about the mental health treatment pathways • Contributing the family/carer lived experience perspective at family meetings
Communication	<ul style="list-style-type: none"> • Assisting with the communication flow between the carer/s and the treating team.
Service Planning	<ul style="list-style-type: none"> • Representing the point of view of carers on planning meetings within the service.
Promote cooperation, teamwork and consumer involvement	<ul style="list-style-type: none"> • Demonstrating respect, courtesy and care valuing all team members for their unique potential and skills • Providing orientation and preceptor ship to new and less experienced Lived Experience staff • Delivering a service and support that is sensitive to the social

	<p>and cultural values of the consumer, the consumer's family and carers and the community</p> <ul style="list-style-type: none">• Being aware of own communication style and behaviours and modifying these where necessary to achieve positive outcomes and relationships• Providing honest and sensitive feedback, whilst being receptive to and encouraging constructive critical feedback• Being aware of own communication style and behaviours and modifying these when necessary to achieve positive outcomes and relationships;
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

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Personal Abilities/Aptitudes/Skills:

- Ability to interact appropriately with consumers, families and carers in a range of situations
- Maintaining appropriate professional boundaries
- Commitment to acting as a team member within a multidisciplinary team environment
- Skills in presenting information in a clear manner and within a limited timeframe
- Ability to liaise effectively between different groups of people with a range of diverse needs
- Good written and verbal communication skills

Experience

- Personal experience of living with a family member who has significant mental health issues.
- Personal experience of using strategies to support consumer and family recovery

Knowledge

- Broad knowledge of lived experience strategies to share with other families/carers.
- Knowledge of a range of community services, both mainstream and specifically for mental health consumers, families and carers.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Certificate IV in Mental Health, Certificate IV in Mental Health Peer Work or Equivalent

Personal Abilities/Aptitudes/Skills:

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Experience

- Previous experience working in a role that utilises one's own lived experience to support others

Knowledge

- Knowledge of the *Australian Health Ministers' Mental Health Statement of Rights and Responsibilities*, National Mental Health Services Policy and National Standards for Mental Health 2010.

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 Wellbeing. The Department for Health and Wellbeing 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., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern 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.

Central Adelaide Local Health Network:

CALHN is one of five Local Health Networks (LHNs) in South Australia established in July 2011. CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including Imaging, Pathology and Pharmacy, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, we face a significant challenge in achieving financial sustainability. A quality-assured financial recovery plan has been developed to meet these challenges. Through effective leadership and change management, the plan which is applicable to all Directorates and departments, will be implemented over the next three years.

Division/ Department:

The Mental Health Clinical Program (MHCP) works in collaboration with other health providers, government agencies and non-government organisations to provide intervention and care for consumers aged between 16 and 64 years with mental health issues.

Values

Central Adelaide Local Health Network Values

Our shared values confirm our common mission by promoting an organisational climate where the patient's needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. These values guide our decisions and actions.

Patient Centred:	Our patients are the reason we are here and we will provide the best service to our patients and customers
Team Work:	We value each other and work as a team to provide the best care for our patients
Respect:	We respect each other, our patients and their families by recognising different backgrounds and choices, and acknowledging that they have the right to our services
Professionalism:	We recognise that staff come from varied professional and work backgrounds and that our desire to care for patients unites our professional approach to practice

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

Name: _____ **Signature:** _____ **Date:** _____