

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Consumer Peer Worker – Safe Haven
Position Number:	526443
Classification:	Health Services Officer Level 5
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Community Mental Health and Wellbeing – Statewide Mental Health Services Acute Care Stream – Safe Haven
Position Type:	Permanent, Full Time/Part Time
Location:	South
Reports to:	Manager - Peacock
Effective Date:	November 2021
Check Type:	Annulled
Check Frequency:	Pre-employment
Essential Requirements:	<p>Personal experience of mental illness and use of clinical mental health services.</p> <p>Current Driver's Licence.</p> <p><i>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 if a registration/licence is revoked, cancelled or has its conditions altered.</i></p>
Desirable Requirements:	<p>Certificate IV in Mental Health Peer Work or willingness to work towards the same.</p> <p>Evidence of knowledge, skill and experience in the recovery approach.</p>

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

As part of a small specialist team facilitating and co-ordinating high-quality consumer focussed mental health services in accordance with the National Standards for Mental Health Services, Agency policy and direction and legal requirements, and relevant professional competencies, the Consumer Peer Worker will:

- Support the key tenets of the Safe Haven Operational Service Model (OSM) which are to provide access to a range of individually determined non-clinical recovery orientated, trauma informed services and supports to persons attending the service to promote their overall mental and physical health.
- Use their lived experience of mental illness and recovery experience to share experiential knowledge, skills and strategies to assist individuals to both determine the range of supports and services they require and access them in a timely fashion.
- Actively work with a broad range of internal and community sector stakeholders to optimise outcomes for consumers, families and carers and ensure they receive an exceptional service from the moment they walk through a hub door.

Duties:

1. Act as a positive role model for consumers by using personal experience of recovery to support them to determine and access the range of services they require to assist their individual recovery journey.
2. Operate as the front end of the service, including welcoming people as they arrive, supporting clinicians in brief interventions and ensuring all consumers, family members and friends feel safe throughout their time visiting the hub
3. Support consumers as experts and leaders of their own care
4. Actively uphold a culture of hope by using optimistic language supporting people and celebrating people's recovery efforts
5. Work with people to support and sustain existing resources, assets, networks and relationships and to access opportunities which build on and compliment the outcomes achieved via their attendance at the Safe Haven
6. Support the rights of people affected by mental health problems and mental disorders and those of their family members and/or carers, maintaining their privacy, dignity and confidentiality.
7. Maintain documentation and administrative records, related data and confidentiality of client information in keeping with Agency policy to ensure accountability, assist with the evaluation process and comply with legal and policy requirements.
8. Maintain knowledge and understanding of relevant policies and procedures in relation to peer support in mental health.
9. Participate in broader peer worker related activities across broader SMHS by attending meetings as required and actively contributing to the further development of the peer framework and the related peer workforce training and education opportunities
10. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives and related training.

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.

Key Accountabilities and Responsibilities:

The Consumer Peer Worker will receive day to day supervision and support via the Safe Haven Clinician with overall reporting to the Manager - Peacock Centre. The occupant will:

- Work actively with the Safe Haven Clinician and other Safe Haven Peer Workers to provide support and assistance to consumers and families, friends and carers attending the service.
- Operate at all times in a respectful and professional manner, with a particular focus on being a positive role model and maintaining the dignity, rights and confidentiality of individuals attending the service.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

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:

1. 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.

Selection Criteria:

1. Ability to use lived experience of mental illness to promote recovery and enhanced individual outcomes for clients of mental health services.
2. Demonstrated understanding of peer work best practice, the values that support peer work and the impact of mental illness on people's lives.

3. Commitment to working collaboratively and effectively with multiple key internal and external stakeholders including consumers, carers, family members and public and government and community service providers.
4. Ability to work collaboratively within a small specialist multidisciplinary team and commitment to peer supervision.
5. Well-developed interpersonal and communication skills, including problem solving abilities and conflict resolution skills as well as an ability to develop rapport with a wide range of people and relationships with service providers.
6. Demonstrated capability to apply confidence and resilience to mentor people with a lived experience of mental illness, especially during times of crisis and stress.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).