

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Consumer Peer Worker
Position Number:	Generic
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
Position Type:	Permanent, Full Time/Part Time
Location:	South, North, North West
Reports to:	Team Leader and Lived Experience Workforce Lead
Effective Date:	June 2022
Check Type:	Annulled
Check Frequency:	Pre-employment
Desirable Requirements:	Personal experience of mental health challenges, service use, periods of healing/personal recovery Certificate IV in Mental Health Peer Work or, willingness to work towards the same. Current Driver's Licence
Features:	Regular travel within the region will be a requirement of this role.

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.

Background:

Statewide Mental Health Services (SMHS) is committed to building a Lived Experience workforce that influences systems change and creates opportunities for individuals with serious mental ill-health and their families/carers to live a meaningful life. Staff with lived experience of mental health challenges and recovery are a vital part of Tasmania's public mental health service workforce. Lived Experience workers are informed by personal

experience of mental health challenges, service use, and periods of healing and recovery, as either a consumer or a family member/carer.

The work of a Lived Experience worker is not only informed by their own lived experiences; it also has a firm grounding in theories, values, and principles based on Lived Experience research and evidence. The core values that underpin the SMHS Lived Experience workforce include hope, equality, sharing, empathy, choice, respect, mutuality, and authenticity.

As members of our multidisciplinary teams, some of these workers provide one-on-one peer work to consumers and their family/carers, while others work in leadership, supervision/mentoring and systems support roles. All Lived Experience workers, regardless of where they work in our services, are a resource for change.

Primary Purpose:

The Consumer Peer Worker is a direct support role from the perspective of personal experience of mental ill-health. The Consumer Peer Worker will:

- Uphold the Lived Experience values and principles to encourage a recovery-focused, person-centred, and strengths-based approach to all aspects of work.
- Use personal experience of mental ill-health and recovery to support consumers living with mental illness and build capacity in all aspects of their life and to foster hope.
- Work with individuals to identify and develop personal goals for recovery, resilience, life skills, and assist with navigating the complexities of the DoH mental health care system.
- Work collaboratively in a multidisciplinary team to deliver outcomes in alignment with a mental health recovery framework.

Duties:

1. Provide support to individuals in identifying and achieving their recovery goals (e.g., physical activity, diet, smoking cessation, housing, financial coaching, counselling).
2. Attend multidisciplinary team meetings and participate in discussions with a focus on quality improvement initiatives, planning and problem-solving in line with mental health and recovery frameworks.
3. Develop and maintain positive relationships with internal and external stakeholders, and relevant Lived Experience networks.
4. Assist in discharge planning for clients using experiential knowledge to assist individuals in making a smooth transition into community life.
5. Work collaboratively with case managers to identify consumer needs and link them to the appropriate supports and services to meet individual recovery goals.
6. Maintain documentation and administrative records, related data, and confidentiality of client information in keeping with Agency policies and procedures.
7. Maintain an in-depth understanding of the relevant policies and procedures relating to peer work within Statewide Mental Health Services and assist in the development of new policies and procedures where required.
8. Engage in practice supervision, co-reflection and mentoring in keeping with SMHS processes, and participate in regular Community of Practice meetings as determined by SMHS policy.

9. 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, safeguarding practices for vulnerable people, and related training.
10. 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 work under the general day-to-day supervision of the Team Leader with LEW specific support and practice supervision from the Lived Experience Workforce Lead. The occupant will:

- Apply Lived Experience practice aligned with LEW best practices, principles, and values to assist in the delivery of care for consumers of a designated public mental health service.
- Demonstrate independent decision-making and initiative when completing tasks and liaise with the Team Leader/Nurse Unit Manager/Clinical Lead or the regional Lived Experience Coordinator on more complex duties outside the scope of the Consumer Peer Worker.
- Champion a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
- 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:

11. Conviction checks in the following areas:
 - a. crimes of violence
 - b. sex related offences
 - c. serious drug offences
 - d. crimes involving dishonesty
12. Identification check
13. Disciplinary action in previous employment check.

Selection Criteria:

- **Relevant Experience**

Lived experience of recovery, in the mental health context, from mental health challenges and demonstrated experience in navigating healthcare services to support individuals living with mental illness.

Ability to use Lived Experience practice in a purposeful and supportive way in alignment with SMHS Lived Experience values, principles and theories.
- **Relationship Building and Maintenance**

Demonstrated capacity to develop and nurture internal and external relationships and facilitate cooperation to achieve shared goals and objectives.

Excellent communication skills with the ability to relate, empathise, and be aware of the perspectives and diversities of others when working directly with consumers.
- **Job Skills**

Well-developed organisational skills with the ability to manage priorities and meet deadlines and timeframes with limited supervision.

Demonstrated experience in the use of computer programs to develop recovery plans, document meetings and navigate Department of Health software programs efficiently.
- Demonstrated understanding or the capability to understand mental health, and other relevant legislation.
- **Outcomes/Deliverables**

Demonstrated ability to work within mental health frameworks, problem solve, and apply specialised knowledge of Lived Experience practice to support those with mental illness to make meaningful recoveries.

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 of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

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 | Tasmanian Department of Health](#).

