

DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Carer Peer Worker – Safe Haven
<b>Position Number:</b>	526444
<b>Classification:</b>	Health Services Officer Level 5
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Community Mental Health and Wellbeing – Statewide Mental Health Services Acute Care Stream – Safe Haven
<b>Position Type:</b>	Permanent, Full Time/Part Time
<b>Location:</b>	South
<b>Reports to:</b>	Manager - Peacock
<b>Effective Date:</b>	November 2021
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Essential Requirements:</b>	Personal experience of mental illness and use of clinical mental health services. Current Driver's Licence. <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>
<b>Desirable Requirements:</b>	Certificate IV in Mental Health Peer Work or willingness to work towards the same. Evidence of knowledge, skill and experience in the recovery approach.

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 delivering 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 Carer Peer Worker will:

- Support the tenets of the Safe Haven Operational Service Model (OSM) which are to provide a supportive and therapeutic environment that promotes independence, opportunity and recovery in the community for individuals experiencing situational and suicidal distress
- Use their lived experience to assist families and carers of people living with a mental illness to navigate the mental health and social services system and optimise outcomes for both the families and carers themselves and individuals seeking assistance at the Safe Haven.
- Work cooperatively and positively with families, carers, consumers and relevant clinical staff to encourage participation in individual treatment and recovery plans, through the identification of the carers' views, suggestions and concerns.

## Duties:

1. Act as a positive role model for families and carers by using personal experience as a carer to share information, skills and strategies that support and promote overall wellbeing, knowledge and resilience.
2. Work within the Strengths Model of Recovery Orientated Practise
3. Support families and carers to advocate on behalf of themselves and the consumer
4. Actively uphold a culture of hope by using optimistic language supporting families and carers and celebrating ongoing involvement
5. Work with families and carers to support and sustain existing resources, assets, networks and relationships and to access opportunities, resources and services as required.
6. Actively participate in safety planning with a particular focus on the needs of families and carers.
7. 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.
8. In active partnership with the Safe Haven clinician facilitate effective crisis interventions and psycho-education opportunities as required
9. 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.
10. Maintain knowledge and understanding of relevant policies and procedures in relation to carer peer support in mental health.
11. 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.
12. Participate in broader carer peer worker related activities across broader SMHS by attending meetings as required and actively contributing to the further development of the carer peer framework and the related carer peer workforce training and education opportunities

13. 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.
14. 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 Carer 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 both consumers attending the service and their families/carers.
- 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 utilise own experience to promote recovery orientated outcomes and safety planning for consumers accessing the Safe Haven and their families/carers.
2. Demonstrated understanding of the carer peer worker support role, the values necessary to undertake peer work generally and the impact of mental illness on people's lives.
3. Well-developed communication and interpersonal skills and the ability to develop a rapport with families and carers of people living with mental illness, and related service providers.
4. Demonstrated capability to apply confidence and resilience to mentor families and friends of people with a lived experience of mental illness, especially during times of crisis and distress.
5. Ability to work collaboratively within a small multidisciplinary clinical team and commitment to professional and peer supervision.

## 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](#).