

i can

...do something
more meaningful



SA Health Job Pack

Job Title	Project Officer, Expert by Experience (Carer)
Eligibility	SA Public Sector Employees Only
Job Number	718041
Applications Closing Date	28 February 2020
Region / Division	Barossa Hills Fleurieu Local Health Network
Health Service	Rural and Remote Mental Health Service
Location	Location is negotiable across SA Regional LHN's
Classification	ASO4
Job Status	Permanent Part-time position working 22.5 hours per week
Salary	\$72,135 - \$75,616 p.a. (pro-rata)

Contact Details

Full name	Michele Banks
Phone number	0423 781 444
Email address	michele.banks@sa.gov.au

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Working with Children Screening - **DHS**
- ☐ Vulnerable Person-Related Employment Screening - **NPC**
- ☒ Aged Care Sector Employment Screening - **NPC**
- ☐ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Immunisation

Risk Category C (minimal patient contact)

- This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category C (minimal patient contact). [Please click here for further information on these requirements.](#)

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✍ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✍ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



ROLE DESCRIPTION

Role Title:	Project Officer, Expert by Experience (Carer)
Classification Code:	AS04
LHN/HN/SAAS/DHA:	Barossa Hills Fleurieu Local Health Network (BHFLHN)
Hospital/Service/Cluster:	Mental Health (MH)
Division:	Barossa Hills Fleurieu Rural and Remote (BHFR)
Department/Section/Unit/Ward:	Rural and Remote Mental Health Service (RRMHS)
Role reports to:	Senior Manager, Community and Statewide Services
Role Created/Reviewed Date:	Reviewed January 2020
Criminal History Clearance Requirements:	<input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input type="checkbox"/> DHS Disability Services Employment Screening
Immunisation Risk Category	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal consumer contact)

ROLE CONTEXT

Primary Objective(s) of role:

The Expert by Experience Project Officer (EBE) works within the Consumer and Carer Participation Program, held within BHFLHN, with responsibilities and roles across the six regional LHN mental health services to develop the active involvement of consumers and carers in providing feedback and participation at all levels, leading to quality improvement. This role takes particular carriage of strategies for families and carers as part of an overall contribution to the objectives of the program.

Key Relationships/ Interactions:

Internal

- > Reports operationally through the Program coordinator to the Senior Manager of Community Services, Rural and Remote MHS, BHFLHN.
- > Works closely with the EBEPO for consumers and the program coordinator to develop and implement strategies and approaches for meaningful involvement of carers and families.
- > Liaises with, and maintains close working relationships with senior leaders in all regional LHNs, Consumer and Carer Participation Program Coordinator, Team Leaders and Community Mental Health teams clinicians, consumers and carers of Mental Health.
- > Develops and maintains cooperative and productive working relationships with all members of the multidisciplinary MHS and local health networks.

External

- > As required, liaises with Mental Health service consumers, carers and family, community organisations, external service providers and contractors, and stakeholders across other government and non-government departments.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Providing a program into community and inpatient mental health teams from a remote location, when not part of that team
- > Utilising modern and effective communication methods to actively engage and participate with members across regional LHNs and SA Health.
- > Working in and/or with people from rural, remote and / or very remote country locations.

Delegations:

- > Nil.

Resilience:

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

Performance Development

The incumbent will be required to participate in the organisation's Performance Review and 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.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- > Work Health and Safety (WHS).
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
- > Disability Discrimination.
- > Code of Fair Information Practice.
- > 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.

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 Statement:

BHFLHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. BHFLHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Special Conditions:

- > A current driver's license is essential, as is a willingness to drive on country roads and travel in light aircraft as required. Intra state travel will be required; interstate travel may be required.
- > Flexibility and some out of hours work may be required.
- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check through the Screening and Licensing Unit, Department for Human Services (DHS).
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate through the South Australian Police confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups.
- > National Police Certificates and Disability Services Employment Screening must be renewed every 3 years thereafter from date of issue.
- > Working With Children Checks must be renewed every 5 years thereafter from date of issue.
- > 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.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- > Barossa Hills Fleurieu LHN MH embraces the principles of positive psychology and aims to be a flourishing MH service that impacts meaningfully and positively on the communities it serves. To this end, Barossa Hills Fleurieu LHN MH promotes the principles of PERMA+, as described by Dr Martin Seligman - Adelaide Thinker in Residence Program, for our staff, consumers and partners.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Contributing to the planning and implementation of projects, programs and services and reporting on targets/measures/performance indicators within the specified time frame.	<ul style="list-style-type: none"> > Project design / scope as per project briefs including but not limited to: <ul style="list-style-type: none"> > process implementation; > consultation processes / methods; > preparing and presenting reports to senior committees > data collection and analysis; > report writing/interim reporting against timelines or performance indicators; > using evaluation methods / tools; and > feedback processes. > Building partnerships with other staff, health agencies, including non-government and state government agencies, to provide quality programs and health outcomes. > In collaboration with the coordinator, senior managers and EBEPO for consumers, developing and delivering a strategy to enhance the participation of carers and families in participating in contributing to service quality improvement. > Developing and delivering education and training for consumers and carers, to increase understanding of mental health services > Processes and governance and enable full participate in service development, and providing ongoing mentoring for participants into committees, interview panels and reference groups > Collating and distributing results of YES and CES surveys and supporting the development, implementation > Contributing to the planning, support and development of services and service systems which enable the achievement of positive outcomes for consumers. > Participating in regional clinical governance and operational performance committees both as program representative and coach/mentor to consumers and carers > Coordinating consultation with carers, families, consumers and other relevant stakeholders on their experiences, views and recommendations > Assisting the Manager / Project Team to develop policies, systems, procedures or protocols. > Assisting in the ongoing review and development of program plans to both respond to local need and lead the consumer and carer involvement agenda
Coordinating and undertaking a range of administrative and project related support services to support the project and/or senior project team staff by:	<ul style="list-style-type: none"> > Contributing to sourcing appropriate and accurate data (client and service delivery for use within the project. > Producing project reports and briefings and professional correspondence in relation to specific projects. > Assisting with implementation and maintenance of systems for data and file management.

	<ul style="list-style-type: none"> > Providing Executive Officer support to the coordinator and Senior Manager, Community services regarding meetings, presentations, reports etc. regarding the program. >
Develop and support a standard of excellence in mental health care by:	<ul style="list-style-type: none"> > Committing to the National Standards for Mental Health Services, and performing role and responsibilities in accordance with those standards, vision and values. > Participating in continuous quality improvement activities to achieve accreditation. > Maintaining contemporary knowledge and skills through involvement in ongoing staff development and education. > Attending mandatory in-service programs and training. > Promoting community acceptance and the reduction of stigma for people affected by mental disorders and/or mental health problems.
Ensuring services are delivered in a culturally sensitive manner by:	<ul style="list-style-type: none"> > Acknowledging all cultures and their individually diverse communities, including the acknowledgment of the local Aboriginal community and their unique cultural background. > Promoting access and equity of services for people from multi-cultural and linguistically diverse backgrounds including Aboriginal and Torres Strait Islander people. > Providing services that are culturally sensitive to the needs of people and enable them to make decisions concerning their mental health.
Contribute toward the provision of a safe and healthy environment for self and others by:	<ul style="list-style-type: none"> > Report all accidents, incidents and near misses. > Comply with reasonable instructions or procedures aimed at protecting the health and safety of themselves and others. > Carry out responsibilities as detailed in occupational health and safety and injury management policies and procedures. > Contributing to the identification, implementation and review of opportunities for improvements to team communications, capabilities, processes, practices and outcomes.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Possess sound interpersonal, written and verbal communication and negotiation skills.
- > Ability to handle high volumes of work, set priorities and meet timelines.
- > Demonstrated ability to work under limited direction.
- > Demonstrated ability in handling sensitive and confidential matters.
- > Ability to work independently and as a member of a team to achieve agreed objectives.
- > Ability to analyse complex situations and devise innovative and creative solutions.

Experience

- > Relevant lived experience in dealing with mental health issues as a carer and/or family member.
- > Experience in community participation, with a particular focus on consumers and carers
- > Experience in the preparation of reports, briefings, and correspondence of some complexity.
- > Proven experience in undertaking research activities, including collecting, analysing and reporting on data.
- > Experience in working in partnership with government agencies and community groups to deliver mutual outcomes.
- > Experience in the use of the Microsoft Office suite of products.

Knowledge

- > Knowledge of key issues of importance to mental health consumers and carers.
- > Knowledge of research methodologies, project planning and evaluation processes.
- > Knowledge of Public Sector management aims, personnel management standards and employee conduct standards, in particular Equal Opportunity and Occupational, Health, Safety and Welfare.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Relevant tertiary qualifications in community services or mental health non clinical.

Personal Abilities/Aptitudes/Skills:

- > Nil.

Experience

- > Relevant lived experience as a carer in a country location.

Knowledge

- > Knowledge of the role and functions of Country Health SA Local Health Network.
- > Knowledge of mental health services and reform agenda in SA.

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 Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

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.

Health Network/ Division/ Department:

Six regional LHNs oversee the rural public health system in South Australia. These LHNs provide community, rehabilitation and acute services to approximately a third of SA's population. The Vision of the regional LHNs is to transform health care and actively deliver health benefits so that rural and remote South Australians live healthy lives. Within this broader context, the mission of the regional LHNs is to:

- > Support rural and remote South Australians to be healthy;
- > Commit to partnering with individuals, communities and staff to deliver high quality, high value health care that enhances the lived experience of rural and remote South Australians and their cares and families; and
- > Commit to enhancing the satisfaction, and promoting the talent, of its workforce.

Barossa Hills Fleurieu LHN MH's mission is *"To be a flourishing mental health service that impacts meaningfully and positively on the communities it serves"*. Within this context, there are 5 key goals that support the achievement of the Directorate's vision of *"Transforming health care and actively delivering health benefit."* These are to achieve:

- > Effective, appropriate and sustainable mental health services;
- > Access to empowering and appropriate mental health services;
- > An appropriate, skilled and well supported mental health workforce;
- > Collaborative and research based mental health service planning and policy development; and
- > Strong leadership through governance, transparency and accountability.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

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.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

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 SA Health as described within this document.

Name:

Signature:

Date: