

DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Lived Experience Workforce Lead
<b>Position Number:</b>	528653, 528657, 528658
<b>Classification:</b>	General Stream Band 4
<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
<b>Position Type:</b>	Fixed-Term, Full Time
<b>Location:</b>	South, North, North West
<b>Reports to:</b>	Team Leader / Director of Nursing
<b>Effective Date:</b>	December 2022
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Desirable Requirements:</b>	<p>Personal experience of mental health challenges, service use, periods of healing/personal recovery,</p> <p>and/or</p> <p>Experience of supporting someone (family or friend) through mental health challenges, service use, and periods of healing/personal recovery.</p> <p>Certificate IV in Mental Health Peer Work, or willingness to work towards same.</p> <p>Current Driver's Licence.</p>
<b>Position Features:</b>	Regular travel within the region and some intrastate travel will be a requirement for this role.

*Note: 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:

The Lived Experience Workforce Lead will guide the development and embedding of the Lived Experience Workforce (LEW) in alignment with state and national policy frameworks and relevant LEW operational plans within Tasmania's public mental health services at a regional level, to ensure a socially and psychologically safe environment for LEW employees.

The LEW Lead will ensure the provision of a supported, skilled, and effective Lived Experience Workforce through the delivery of discipline specific practice supervision, coaching, and mentoring to the respective region's consumer and family/carer peer workers and the embedding of appropriate support and training strategies.

The LEW Lead will uphold and promote the Lived Experience principles and values, the principles of co-design and co-production to encourage a recovery-focused, person-centred, and strengths-based approach to all aspects of work whilst ensuring inclusive, equitable, and sustainable consumer and family/carer participation and engagement.

## Duties:

1. Support and communicate the rights and responsibilities of people living with mental ill-health or those caring for people with mental illness.
2. Provide practice supervision, co-reflection, and mentoring to the Lived Experience peer and family/carer peer positions within an identified region, including the facilitation of community of practice sessions.
3. Provide direct peer support work to a designated location or service.
4. Assist local peer workers to support complex cases as required.
5. Utilising Lived Experience, co-production, and co-design principles, support the development and integration of lived experience engagement and participation within public mental health services in a designated region.
6. Co-design and implement an ongoing training and development program for the Lived Experience workforce within an identified region as determined by the SMHS Executive.
7. Identify improvement initiatives within current processes and systems at the regional level to ensure the ongoing support and integration of the Lived Experience Workforce.
8. Advise regional and Statewide forums as required from a Lived Experience perspective.
9. Maintain documentation and administrative records, related data, and confidentiality of client information in keeping with Agency policies and procedures.
10. Assist in developing and conducting research and/or projects specific to the Lived Experience workforce and provide informed input into Performance and Development Agreements (PDAs) for direct peer support workers as required.
11. 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.
12. 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 Lived Experience Workforce Lead will work under the day-to-day supervision of the relevant Team Leader specific to a designated service or location with overall support and direction from the SMHS regional Director of Nursing and LEW specific direction from the Manager Lived Experience Workforce to:

- Identify and facilitate training for regional LEW staff and MHS staff to ensure the effective embedding and engagement with the LEW.
- Support the consumer and family/carer peer workers to ensure adherence to LEW principles, values, and contemporary practice.
- As part of the SMHS team, ensure lived experience (consumer and family/carer) engagement and participation across Mental Health Services and that it meets the relevant National Safety and Quality Health Service Standards and Statewide policy.
- Provide direct peer work service to a designated service or location
- Assist local peer workers to support people accessing the service who have complex needs as required.
- Utilise lived experience expertise to provide advice to policy development, planning, evaluation, and training at the regional and statewide level as required to support the ongoing development of the LEW.
- 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:

- I. 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. Demonstrated commitment to promoting the voice of people with lived experience, and an understanding of contemporary Lived Experience Workforce models from both a theoretical perspective and previous experience in a professional LEW role (e.g., Peer or Family/carer Peer Worker).
2. Excellent written and verbal communication skills with the ability to negotiate at various levels of a service, effectively influence change, and negotiate effective and appropriate outcomes at various levels of an organisation.
3. Demonstrated experience working collaboratively with other staff, the Lived Experience Workforce and external service providers to enhance positive consumer and family/carer outcomes, and to ensure the ongoing development of the LEW in Tasmania.
4. Demonstrated capability to provide supportive leadership through practice supervision, coaching, co-reflection, and mentoring to direct peer and family/carer peer workers.
5. Demonstrated capability to provide highly skilled direct peer worker or family/carer peer worker functions when required to a service or designated unit.
6. Ability to produce high-level written documentation including policy documents, written reports, minutes, and briefings as required whilst managing multiple priorities and tight timeframes.

## 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](#).