

## Statement of Duties

<b>Position Title:</b> Carer Peer Worker - Acute Care Team	<b>Position Number:</b> 525836	<b>Effective Date:</b> June 2021
<b>Group:</b> Community, Mental Health and Wellbeing		
<b>Section:</b> Statewide Mental Health Services	<b>Location:</b> South	
<b>Award:</b> Health and Human Services (Tasmanian State Service)	<b>Position Status:</b> Fixed-Term	
	<b>Position Type:</b> Part Time	
<b>Level:</b> 5	<b>Classification:</b> Health Services Officer	
<b>Reports To:</b> Manager / Nursing Director - Acute Care Stream Community Mental Health Service		
<b>Check Type:</b> Annulled	<b>Check Frequency:</b> Pre-employment	

### Focus of Duties:

Working alongside the multidisciplinary team, use lived and recovery experience to support the care-planning and delivery of person centred, recovery orientated and trauma informed care, in accordance with National Standards for Mental Health Services, Agency policies and procedures, and legal requirements

The Carer Peer Worker - Acute Care Team (ACT), under the direction and supervision of the Manager / Nursing Director - Acute Care Stream Community Mental Health Service and within the scope of duties for the role :

- Supports and assists in improving the wellbeing, knowledge and coping strategies of families and carers of people living with a mental illness
- Assists families and carers of people living with a mental illness to navigate the mental health and social services systems in conjunction with the multidisciplinary team and other service providers.
- Works cooperatively and positively with families, carers, consumers and the multidisciplinary team to encourage participation in individual treatment and recovery plans, through the identification of the carers' views, suggestions and concerns. Support families and carers to advocate on behalf of themselves and the consumer.
- Participates and actively contributes skills and knowledge developed through lived experiences to the overall assessment, treatment and discharge planning processes for consumers accessing the ACT.

### 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 the wellbeing, knowledge and resilience of families and carers.
2. Work with the multidisciplinary team in the planning and implementation of effective interventions, using personal experience and expertise to support families and carers with practical strategies to care for people living with mental illness.

3. Participate in the discharge planning and implementation for consumers, including completion of wellness and recovery plans in conjunction with the Consumer Peer Worker – Acute Care Team and under the guidance and direction of the clinical team.
4. Participate in discussion, planning and problem solving activities aimed at the continuous improvement of services
5. Provide information about community resources and services to families, carers and services and assist to ensure they are aware of their rights and responsibilities.
6. Advocate for the rights of people living with mental illness and their families and carers, maintaining their privacy, dignity, and confidentiality.
7. Maintain documentation and administrative records, including related data and confidentiality of consumer information in keeping with Agency policies and procedures, to support accountability, assist with the evaluation process and comply with legal and ethical requirements.
8. Participate in the provision of one-to-one peer and group mentoring of other Carer Peer Workers throughout SMHS.
9. 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.
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.

### **Scope of Work Performed:**

The Carer Peer Worker will work under the general supervision of the Manager / Nursing Director or other relevant Delegate as appropriate. The occupant:

- Supports other members of the multidisciplinary team with tasks and care of consumers, their families and carers throughout the treatment and discharge planning process.
- Liaises and collaborates with Community Sector Consumer/Peer Worker Networks.
- Maintains knowledge and understanding of relevant policies, procedures, and frameworks associated with the Peer Worker profession in mental health.
- Complies at all times with policy and protocol requirements, in particular those relating to mandatory education, training and assessment.

### **Essential Requirements:**

*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 of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.*

- Personal experience of mental illness and use of clinical mental health services.
- Current Driver's Licence.

- 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.

### **Desirable Requirements:**

- Certificate IV in Mental Health Peer Work or willingness to work towards similar.

### **Selection Criteria:**

1. Demonstrated ability to use lived experience as a family member or carer of a person living with mental illness and had access to mental health services.
2. Ability to utilise own experience to promote recovery orientated outcomes for consumers, their families and carers accessing the ACT.
3. Demonstrated understanding of the Carer Peer Worker support role, the values necessary to undertake peer work and the impact of mental illness on people's lives.
4. 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.
5. 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 stress.
6. Ability to work collaboratively within a multidisciplinary clinical team and commitment to professional and peer supervision.

### **Working Environment:**

The Department of Health (DoH) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality, safe and people-focussed health system. Alongside this, staff are expected to act with integrity, be accountable for their actions, and work collegially with colleagues and others to provide better outcomes for Tasmanians.

*State Service Principles and Code of Conduct:* The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

*Fraud Management:* The Department has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Chief People Officer or to the Manager Internal Audit. The DoH and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

*Delegations:* This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. The DoH and THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

*Blood borne viruses and immunisation:* Health Care Workers (as defined by DoH and THS policy) within DoH and THS are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

*Records and Confidentiality:* Officers and employees of the Department are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

*Smoke-free:* DoH and THS workplaces are smoke-free environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.