

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Family/Carer 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:	Relevant Nursing Director or Team Leader and Lived Experience Workforce Lead
Effective Date:	August 2023
Check Type:	Annulled
Check Frequency:	Pre-employment
Essential Requirements:	<p>Working With Children Registration</p> <p>Current Driver's Licence</p> <p><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></p>
Desirable Requirements:	<p>Experience of supporting someone (family or friend) through mental health challenges, service use, periods of healing/personal recovery</p> <p>Certificate IV in Mental Health Peer Work, or willingness to work towards same</p>

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 that of 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 families/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 Family/Carer Peer Worker is a direct support role from the perspective of the family/carer's personal experience of supporting individuals with mental ill-health. The Family/Carer 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 to support the families and carers of public mental health services' consumers/clients/patients, to maintain their health and wellbeing while caring for those with mental illness.
- Work positively and collaboratively with families and carers to identify supports to facilitate meaningful recoveries for the family and to foster hope.
- Work collaboratively in a multidisciplinary team to deliver outcomes in alignment with a mental health recovery framework.

Duties:

1. Provide support to families and carers of people receiving support from public mental health services, in identifying appropriate supports (community resources and services) and ensuring families and carers are aware of their rights and responsibilities.
2. Attend multidisciplinary team meetings and participate in discussions with a focus on family/carer rights and responsibilities, 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 families/carers to support their family member/friend in making a smooth transition back to community life.
5. Work collaboratively with the multidisciplinary team to identify family/carer needs and link them to the appropriate supports and services to meet family 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 in relation to the Lived Experience (peer) role within SMHS 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 with senior Lived Experience workers, Consumer Peer and Family/Carer Peer Workers.
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 Family/Carer Peer Worker will work under the general day to day supervision of the Team Leader with LEW specific support and practice supervision as required from the relevant regional Lived Experience Lead. The occupant will:

- Apply Lived Experience values, principles and practice theories to assist in the delivery of support to families/carers of people accessing a designated public mental health service.
- Demonstrate independent decision-making and initiative when completing tasks and liaise with the Team Leader or the regional Lived Experience Workforce Lead on more complex duties outside the scope of the Lived Experience or Family/Carer 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:

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:

- **Relevant Experience**

Lived experience as a family member or carer of a person with a mental illness and demonstrated experience in navigating healthcare services.

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

High level of self-reflection and awareness of how the family/carer lived experience impacts individually and demonstrated ability to identify strategies to maintain personal wellbeing.
- **Relationship Building and Maintenance**

Demonstrated capacity to develop and nurture internal and external relationships and facilitate cooperation between service providers and SMHS.

Excellent communication skills with the ability to relate, empathise, and be aware of the perspectives and diversities of others.

Ability to work collaboratively in a team environment, maintain respectful relationships, and contribute to the achievement of team goals and objectives.
- **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 families and carers supporting individuals living with mental illness.

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](#).