POSITION DESCRIPTION – Alfred Health

DATE REVISED: 6 May 2020

POSITION: Senior Youth Peer Worker

AWARD/AGREEMENT: Victorian Mental Health Services Enterprise Agreement 2016-2020

CLASSIFICATION TITLE: Peer Worker Level 3

DEPARTMENT/UNIT: headspace Early Psychosis

CLINICAL PROGRAM: Mental & Addiction Health

DIVISION: Operations

CLINICALLY ACCOUNTABLE TO: Director Alfred CYMHS and headspace

OPERATIONALLY ACCOUNTABLE TO: Manager, headspace Early Psychosis through Youth Program Manager

ALFRED HEALTH

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities, The Alfred, Caulfield, and Sandringham.

Further information about Alfred Health is available at www.alfredhealth.org.au

OUR PURPOSE

To improve the lives of our patients and their families, our communities and humanity.

OUR BELIEFS

Our staff are expected to demonstrate and uphold the beliefs of Alfred Health:

- Patients are the reason we are here – they are the focus of what we do
- How we do things is as important as what we do. Respect, support and compassion go hand in hand with knowledge, skills and wisdom. Safety and care of patients and staff are fundamental
- Excellence is the standard we work to everyday. Through research and education, we raise the bar for tomorrow
- We work together. We play vital roles in a team that achieves extraordinary results
- Our leadership shares ideas and demonstrates behaviours that inspire others to follow
ALFRED MENTAL & ADDICTION HEALTH - PROGRAM, DEPARTMENTS & UNITS

Alfred Mental & Addiction Health is responsible for the operation of services, which focus on people with a severe mental illness residing in the Inner South Eastern area of Melbourne.

Services are provided by a number of teams located at the Alfred Hospital (Commercial Road, Prahran) and at St. Kilda Road Clinic, Alma Road CCU in St. Kilda, PARC at Nicholson Street Prahran, Aged Mental Health service at Caulfield Hospital and the Child & Adolescent Service located in Moorabbin and headspace service in various locations in Victoria. Alfred Mental & Addiction Health also works in partnership with relevant local non-government and social support agencies.

The single most important goal of Alfred Mental & Addiction Health is to create an environment that facilitates clinical recovery, supports individual recovery efforts and strives to minimise service system barriers to the recovery process.

HEADSPACE AND CHILD & YOUTH MENTAL HEALTH SERVICE (CYMHS)

The Child & Youth Mental Health Service (CYMHS) at Alfred Health is a community-based service that provides comprehensive assessment, treatment and case management to infants, children, adolescents and young people up to the age of 25 years of age presenting with behavioural, emotional, psychiatric or developmental difficulties. CYMHS provides clinical services in partnership with a wide range of service providers to achieve the best possible outcomes. CYMHS is committed to active participation by families and young people in evaluating and improving our services.

headspace Southern Melbourne was established in 2007 and Alfred Health became the lead agency in 2011. The centre was relocated and became headspace Elsternwick in 2013. In the same year, headspace Elsternwick launched the beginnings of the headspace Early Psychosis program.

headspace Early Psychosis, established in 2011, is an accessible youth and family friendly mental health service for young people (12-25) struggling with hearing voices and unusual beliefs. It builds on individual strengths and resilience, uses the wisdom of lived experience and fosters hope, potential and recovery. headspace Early Psychosis operates in five headspace centres across the Southern Metropolitan Region of Melbourne. Four regional Community Care Teams (CCTs) are based in Bentleigh, Frankston, Dandenong and Narre Warren. The service also includes a Mobile Assessment and Treatment Team (MATT) and a centre based Recovery Program (RC) to serve the whole of the Southern Metropolitan region.

headspace Early Psychosis works in partnership with the Discovery College an educational program that brings all the elements of the headspace model together in an environment that supports people to learn from different perspectives on mental health. The Discovery College is a core part of our workforce development program and all staff are expected to participate.

A responsive and flexible approach to treatment called Collaborative Adaptive Network Approach (CANA) is used at headspace Early Psychosis. This is an alternative approach to helping people who are experiencing distress, crisis and mental health difficulties. CANA is a way of structuring mental health services to be responsive to people’s needs. It is a needs adapted network based approach to treatment, bringing together those people who are important to the young person.

Our staff also use the Client Directed Outcome Informed approach, where in partnership with young people and their networks we monitor the progress of treatment to ensure that what we are doing together with young people is working for them. Young people and their networks are asked to routinely complete the Outcome Rating Scale (ORS) to give us feedback about progress, and the Session Rating Scale (SRS) that helps us monitor our approach and the experience of the service so that we can adjust things as needed.

CYMHS and headspace are committed to active participation by young people and families through all phases of service planning, implementation and evaluation.
VISION

headspace Early Psychosis is friendly to young people and families. We will provide an accessible mental health service for young people struggling with hearing voices and unusual beliefs in partnership with the community. We will build on strengths and resilience, use the wisdom of lived experience and foster hope, potential and recovery.

VALUES

Respect
We value and build on the beliefs, strengths and potential of young people, families and their community connections and treat young people as intrinsically valuable.

Partnership
Our service development, implementation and evaluation will, at every stage, be youth driven and family guided. We will work collaboratively with the community to develop a service that enhances the existing services.

Empathy
We will focus on the humanity and importance of each young person and their family. We will maintain sensitivity to cultural diversity.

Excellence
The care we provide will be of the highest quality and will reflect a culture of innovation, evidenced based practice, reflection and continual learning.

Self Determination
Treatment we provide will be client directed with a focus on recovery and client determined goals, sensitive to the needs of young people.

Integrity
We strive for the highest degree of fairness, honesty and trust.

Accountability
We show pride, enthusiasm and dedication in everything that we do. We will respond and adapt to feedback.

POSITION SUMMARY

The Youth Program is an integral component of the headspace Early Psychosis program. The main component of the role is to provide support and leadership to Youth Peer workers to ensure best practice and consistency in peer support within a recovery-oriented framework. This role provides mentorship to the Youth Peer Support workers in the program and also maintains group and individual peer support to the young people of headspace Early Psychosis.

The overall aims of the youth program for young people seen by the headspace Early Psychosis service are to:

- improve service delivery for young people across the clinical program through active participation in all levels of headspace Early Psychosis service delivery;
- improve mental health literacy in the community and reduce stigma regarding mental illness;
- promote help-seeking among young people to ensure early access to treatment;
- build partnership with key stakeholders and community leaders and promote the profile of the service within the community.
DUTIES AND RESPONSIBILITIES (PRIVILEGES)

KEY RESPONSIBILITIES

- Champion recovery; an ability to recognise and understand your own personal recovery process and use this appropriately and with purpose to support others, inspire hope and belief in recovery.
- Provide one to one support to young people of the headspace Early Psychosis service using personal lived experience to provide a model of hope and recovery, including face to face and over the phone support.
- Collaboratively develop, facilitate and evaluate group programs for young people using the service through a strengths based perspective, as part of the recovery team.
- Establish and maintain innovative processes for young people to be involved in service delivery including volunteering, so that services are informed by and aligned with priorities identified by young people.
- Appropriately challenge ways of working in a respectful manner to improve outcomes and experiences of young people using the service.
- To represent headspace Early Psychosis externally and amplify the voice of young people with psychosis more broadly in the community including presenting at conferences, public speaking events and liaising with key stakeholders.
- Guide, train, orientate, supervise, coach and mentor Youth Peer Support workers.
- Provide a focal point for other Youth Peer Workers to explore complex individual needs from a peer perspective and the impact of their role.
- Provide one to one individual supervision to Youth Peer Workers as well as co-facilitate group reflective spaces when required.
- Support the development and sustenance of an innovative Youth Program that promotes hope, optimism and recovery with young people.
- Contribute to the establishment of learning and development plans for Youth Peer Workers and identify training and service development needs.
- Foster a positive team culture and model professional conduct where peer work is valued as a professional discipline.
- Work collaboratively and closely with the Youth Programs Manager to support the team through bringing a peer perspective in a positive, respectful and unified manner.
- Work closely with, train and provide expert consultation for the service on peer values, ways of working and engaging young people with a lived experience of mental health challenges.
- Participate in leadership meetings to amplify youth voice and other organisational meetings as required.
- To contribute to education, training, and professional development opportunities.
- To comply with and contribute to the further development of information and reports on the activity and outcomes of the Youth Program.

KEY SELECTION CRITERIA/CAPABILITIES

Essential:

- Lived experience of psychosis or other complex mental health challenges as a young person.
- Experience as a Youth Peer Support worker, knowledge of peer principles and the ability to support people from a mutual perspective by sharing lived experience.
- Experience mentoring, coaching or guiding Youth Peer Support workers.
- Experience in working within a multidisciplinary team, and supporting the leadership of a positive team culture
- Understanding of the role of orientation, supervision, ongoing personal/professional development and other mechanisms that sustain motivation and enthusiasm for service participation among young people and for oneself

Desirable:
- Willingness to participate in relevant training and supervision programs
- Ability to organise workload and manage time effectively
- Capability with using contemporary technologies
- Effective communication skills and ability to find solutions to differences and resolve conflicts

**Mental Health Workforce Capabilities & Priorities**

1. RIGHTS, RESPONSIBILITIES, SAFETY AND PRIVACY
Mental health professionals uphold 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 and actively promoting their safety.

2. CONSUMER AND CARER PARTICIPATION
Mental health professionals encourage and support the participation of consumers and carers in determining (or influencing) their individual treatment and care.

3. AWARENESS OF DIVERSITY
Mental health professionals practise in an appropriate manner through actively responding to the social, cultural, linguistic, and spiritual and gender diversity of consumers and carers, incorporating those differences in their practice.

4. MENTAL HEALTH PROBLEMS AND MENTAL DISORDERS
Mental health professionals are knowledgeable about mental health problems and mental disorders and the co-occurrence of more than one disease or disorder, and apply this knowledge in all aspects of their work.

5. PROMOTION AND PREVENTION
Mental health professionals promote the development of environments that optimise mental health and wellbeing among populations, individuals and families in order to prevent mental health problems and mental disorders.

6. EARLY DETECTION AND INTERVENTION
Mental health professionals encourage early detection and intervention.

7. ASSESSMENT, TREATMENT, RELAPSE PREVENTION AND SUPPORT
Mental health professionals provide or ensure that consumers have access to a high standard of evidenced-based assessment, treatment, rehabilitation and support services that prevent relapse and promote recovery.

8. INTEGRATION AND PARTNERSHIP
Mental health professionals promote the integration of components of the mental health service to enable access to appropriate and comprehensive services for consumers, family members and/or carers through mainstream health services.
9. SERVICE PLANNING, DEVELOPMENT AND MANAGEMENT

Mental health professionals develop and acquire skills to enable them to participate in the planning, development, implementation, evaluation and management of mental health services to ensure the delivery of coordinated, continuous and integrated care within the broad range of mainstream health and social services.

10. DOCUMENTATION AND INFORMATION SYSTEMS

Mental health professionals maintain a high standard of documentation and information systems on clinical interventions and service development, implementation and evaluation to ensure data collection meets clinical, monitoring and evaluation needs.

11. EVALUATION AND RESEARCH

Mental health professionals systematically monitor and evaluate their clinical practice, consistent with the National Standards for Mental Health Services and relevant professional standards to ensure the best possible outcomes for consumers, family members and/or carers.

12. ETHICAL PRACTICE AND PROFESSIONAL RESPONSIBILITIES

Mental health professionals adhere to local and professionally prescribed laws, codes of conduct and practice, and take responsibility for their own professional development and continuing education and training.

QUALITY, SAFETY, RISK and IMPROVEMENT

• Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
• Follow organisational safety, quality & risk policies and guidelines.
• Maintain a safe working environment for yourself, your colleagues and members of the public.
• Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself.
• Promote and participate in the evaluation and continuous improvement processes.
• Comply with principles of Patient Centred Care.
• Comply with Alfred Health mandatory continuing professional development requirements.
• Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF:

• Commitment to child safety - Alfred Health has zero tolerance for child abuse and are committed to acting in the best interest of children in our care. We promote cultural safety and participation of Aboriginal children, children of cultural and linguistic diversity and those with disabilities to keep them safe at all times.
• Ensure compliance with relevant Alfred Health clinical and administrative policies and guidelines.
• Comply with relevant privacy legislation.
• Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Alfred Health.
• Comply with Alfred Health medication management and medication safety policies and guidelines.
• In this position, you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.
• Research activities will be undertaken commensurate with the role.
QUALIFICATIONS/EXPERIENCE REQUIRED

Essential

- Lived experience of psychosis or other complex mental health challenges as a young person.
- Experience working in a peer support role.

Desirable

- Experience in working within a multidisciplinary team, and an understanding of the dynamics of a positive team culture.
- Experience in education or training.

OTHER RELEVANT INFORMATION

- Working across headspace programs and teams will be actively encouraged. Staff may be required to work from any Alfred Health headspace site.
- Current Victorian Driver’s License
- Current working rights visa
- Satisfactory completion of a Police Check
- Satisfactory completion of Working with Children Check

This position description will be subject to periodic review.

Position Description authorised by: Winnie McCulloch – Manager, headspace Early Psychosis

Date: 06/05/2020