JOB DESCRIPTION

JOB TITLE: Carer Peer Support Worker

JOB TYPE: Part Time .8 EFT – 12 month contract

AWARD/AGREEMENT: In line with Victorian Public Mental Health Services Enterprise Agreement and applicable experience.

LOCATION: Alfred Hospital, 55 Commercial Road, Melbourne 3004

DEPARTMENT/UNIT: Mental and Addiction Health, Inpatient Unit

SUPERVISOR/MANAGER: Clinical Lead: Chief Social Worker IPU

Discipline Lead: Peer Workforce Co-ordinator

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OUR VALUES

Our values provide the platform for the way we work and the decisions we make. Through this approach, our Vision and Mission are achieved. Our staff are expected to demonstrate and uphold our values of:

*Integrity, Accountability, Collaboration and Knowledge.*

Alfred Psychiatry 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 and at St. Kilda Road Clinic, Alma Road CCU, PARC and the Child & Youth Service including Headspace. Our Aged Care Psychiatry is located at the Caulfield campus of Alfred Health. Alfred Psychiatry also works in partnership with relevant local non-government and social support agencies.
MAIN DUTIES/RESPONSIBILITIES:

- Establish mutually beneficial support to carers and families of consumers admitted to Alfred Mental and Addiction Health Inpatient Unit. This support is provided face to face or via phone up to 2 weeks post discharge.
- Empower carers and families to connect with others, practice self-care and utilise coping skills.
- Apprise carers and families of current carer services available, such as: individual and family counselling services, carer support groups, financial assistance, education.
- Support carers and families, where applicable in preparation for and during family meetings.
- Encourage communication between carers/families and treating team.
- Provide a voice of carer lived experience to the service and multi-disciplinary team.

KEY RELATIONSHIPS:

- Work closely with Social Work team members to review referrals received and care planning for carers and families.
- Connect with Alfred community service Carer Peers Workers regarding carer and family handover.
- Liaise with Carer Consultant surrounding carer and families, resources, external programs.

KEY SELECTION CRITERIA

- A personal lived experience of being a family member or carer of a person.
- Knowledge of mental health issues and an understanding of the impact on families and carers.
- Demonstrated understanding of the principles of peer support and the ability to utilise own experience constructively for the benefit of others.
- Demonstrated ability to engage individuals and or families through telephone or 1:1 support in an empowering and ethical manner.
- Understanding of the mental health system across the age ranges including clinical, and community based programs.
- Ability to work flexibly, organize work load and manage time effectively.
- Excellent interpersonal and communication skills (written and verbal).
- Knowledge of requirements related to confidentiality and privacy within health services.
- Ability to work closely with a wide variety of families, other carers, staff and relevant groups both internally and externally.
- An understanding of the diversity of the cultural and linguistic backgrounds of our community and the impact this has on consumer and carer experiences of mental illness.
- Competency in the use of Microsoft software including: word, excel, access and publisher.
- Driver’s Licence.
Desirable:

- Ability to support orientation programs for carers and staff and to contribute to staff training and education.
- Experience working in a Carer Peer Support role.
- Certificate IV in Mental Health Peer Work or Intentional Peer Support Training.

OTHER RELEVANT INFORMATION:

- Applicant will be required to undergo a Police Records Check and a “Working with Children” check. The Alfred is an Equal Opportunity Employer.

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:

- 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.
Mental Health Workforce Capabilities & Priorities Include:

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, 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 which 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.