

POSITION DESCRIPTION

Position:	Consumer Consultant
Directorate	Mental Health and Wellbeing Services
Division:	Recovery and Wellbeing Services
Business Unit:	Adult Recovery and Wellbeing Services
Enterprise Agreement	Victorian Public Mental Health Service Enterprise Agreement
Reports to:	Manager Adult Recovery and Wellbeing Services



MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. From day one, MBPH has aspired to provide exceptional patient care and be a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement and positive and aligned workplace culture.

MBPH employs over 1200 staff and has 172 beds and provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and out patient care, palliative care, renal dialysis and chemotherapy service to the people of North West Victoria. The hospital also provides medical imaging and pathology services.

VISION

Mildura Base Public Hospital – providing exceptional care.

PURPOSE

To improve health outcomes for our tri-state communities by creating partnerships, leading culture and building our team to deliver sustainable services.

VALUES

All employees of the Mildura Base Public Hospital are required to uphold the HEART values of our organisation. For information on our **HEART** values and the expectations to uphold the values, please refer to **page 7** of this document.

INCLUSION

At MBPH, we firmly believe that fostering diversity, equity, and inclusion is essential to the success of our health service, our employees, our patients, and the wider community. We wholeheartedly embrace diversity and highly value the diverse experiences of individuals from all ethnicities, faiths, ages, disabilities, cultures, languages, gender identities, sexes, and sexual orientations.

We extend a warm welcome to lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) individuals, inviting them to be a part of our inclusive health service.

Aligned with our HEART Values, we are dedicated to further enhancing accessibility and promoting inclusive practices across all aspects of our workplace.

STRATEGIC OBJECTIVES

Our purpose is to improve lives by delivering contemporary rural and regional health.

Leveraging our Strengths

- A shared commitment to governance, compliance and risk
- Leverage technology to create quality outcomes and efficiencies
- Foster a continuous improvement
- Focus on Sustainability & Resilience
- Prioritise safety and wellbeing

Consistency in Service Delivery

- Enhance patient experience and trust
- Deliver a consistent and high quality service
- Allocate resources that support improved outcomes
- Deliver what we commit to
- Drive an outcome orientated service based on data and evidence

Purposeful Collaborations

- Activate partnerships to expand opportunities and achieve common goals
- Listening and connecting with Consumers and Community
- Enhance access to localised pathways through partnerships
- Commitment to the Mallee Sub-network through Health Service Reform
- Deliver care closer to home /country

Progressive Rural & Regional Health Services

- Build research capability and academic excellence
- Grow and maintain our own skilled and capable workforce
- Commitment to innovation and growth that addresses our rural and regional community requirements
- Explore alternate models of service / care for rural and regional health service
- Advocate for sustainable health services for our communities

POSITION SUMMARY

The Consumer Consultant is a designated Lived Experience position who collaborates across all mental health teams within MBPH. The Consumer Consultant will use their lived experience to contribute to change within the delivery of mental health and wellbeing services. The role is guided by principles of integrated consumer leadership, perspectives and participation.

The role aims to ensure consumer perspective is incorporated at all levels including planning, development, evaluation and training. The role also involves a range of activities and advocacy which may include participation in leadership clinical meetings and assisting consumers to navigate the mental health system.

KEY RESPONSIBILITIES AND DUTIES

- Engaging with consumers of the service, to provide support and education regarding their rights and to gather their feedback and enabling their participation in systemic improvement activities
- Apply a Consumer Lived Experience perspective to strategic service design and delivery, training, education, evaluation, supervision and continuous improvement within MBPH mental health and wellbeing services
- Provide lived experience perspective and consumer feedback in leadership meetings (where required), clinical reviews and assist the team to integrate consumer perspectives and/or identify consumers who may benefit from peer support
- Participate in the development and delivery of staff and consumer training programs and provide peer supervision
- Network with other consumer workers both internally and external to the service (as required), including Communities of Practice
- Contribute to quality improvement, policy and program development in the Mental Health Program from a consumer perspective using lived experience
- Identify service improvements and support the broader mental health transformation from a consumer perspective and adhere to the values and principles of the Consumer Lived Experience Workforce Discipline Framework

Whilst this is a largely rewarding role, this position, like many can come with challenges. These may include:

- Working on an Acute mental health ward
- Sharing your personal experiences of mental illness, psychological distress or substance issues, can be very confronting, as can hearing the experiences and challenges of other people.

It is for this reason that MBPH strongly advocates that the successful applicant has both Peer and Line Supervision (supplied) and their own self-care strategies in place. It is strongly advised that you read the Peer Work Information Sheet (See page 5) before applying.

GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital employee you have a responsibility to participate in and commit to ongoing **quality improvement** activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

KEY SELECTION CRITERIA

Essential

- A lived experience of self-defined recovery and/or mental, emotional and social wellbeing as a consumer
- Ability to work both independently and within a team structure
- Computer literacy and a good knowledge and use of Microsoft Office products
- Good communication skills, both written and verbal, with the ability to work collaboratively and maintain respectful relationships with others within the multidisciplinary team
- Well-developed organisational skills
- Ability to relate, empathise and be aware of the perspectives and diversity of others and promote a culture of hope and optimism

Desirable

- Intentional Peer Support Training (or willingness to work towards)
- Certificate IV Peer Support Worker (or willingness to work towards)
- Demonstrated knowledge of the key recommendations for lived experience from the Royal Commission into Victoria's Mental Health System

POSITION DEMANDS/FREQUENCY

Position demand	Frequency	Comments
Working with distressed people	Frequent	e.g. episodic or grief situations
Working with people who may have experience trauma	Frequent	e.g. abuse, history of violence
Exposure to distressing situations	Occasionally	e.g. self-harm, death
Working with unpredictable or aggressive people	Occasionally	e.g. drug and alcohol induced, episodic situations

MANDATORY REQUIREMENTS

Registration with Professional Association:

For example, AHPRA, AHRI, etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

National Police Record Check

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

Working with Children Check:

Mildura Base Public Hospital has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Mildura Base Public Hospital. As such you must maintain a valid working with children check. In addition, you will be required to assist Mildura Base Public Hospital in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Immunisation Requirements

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

Drivers Licence

A current Victorian driver's licence is required for this position

All Mildura Base Public Hospital sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Mildura Base Public Hospital's discretion and activities may be added, removed or amended at any time.

Peer Worker Information Sheet

Please note: This document should be read in conjunction with the peer worker position descriptions.

What is a peer worker?

A peer worker uses their lived experience purposefully, along with training/education, to support others in their own or their loved ones' recovery journey. The specific type(s) of lived experience required may vary depending upon the role of the peer worker, and will be specified in the position description. This can include a lived experience of mental ill health, psychological distress, suicidality, alcohol and other drugs (AOD), among other examples. **Individuals will not be asked to disclose the specifics of their lived experience.** Peer workers will be designated in either consumer or carer roles, depending on whether they have experienced or are currently experiencing these challenges or have cared for someone who has.

Peer workers by definition use their lived experience openly, appropriately and effectively to build professional relationships with the people they support, who share similar lived experiences. Peer workers will also use their lived experience to inform and contribute to staff learning and service understanding. They will encourage and contribute to person-led, strengths, ability and possibility focused, and recovery-based language within service delivery - including: documentation, consumer interactions and treatment, care and planning. They will use their lived experience to work as advocates on an individual and systemic level as required. Peer workers will also be required to undertake administrative duties, including updating consumer and carer records, and expected to follow all relevant policies and procedures. This will be further explained upon commencing in a peer worker role.

Things to consider before becoming a peer worker.

Before considering becoming a mental health/AOD peer worker, you should reflect on your own mental health/AOD journey and assess whether you are ready to take on this role. Peer work can be emotionally demanding, as you will be drawing on your lived experience, as required, in fulfilling the duties of your role, and may require you to work with individuals who are struggling with severe mental health/AOD issues. It is important that when considering this role, you are in a stable place in your own mental health/AOD journey and are equipped to deal with the emotional demands of the job. MBPH highly values our lived experience workforce and provides support through training/education, one-to-one line management, lived experience supervision, and support from the lived experience team. The positive reciprocity that builds between peer workers will also be respected and supported.

In addition to being a part of the Lived Experience Workforce, our peer workers have a key responsibility to work closely with their wider team members. This may include medical and/or clinical staff (e.g. psychiatrists, social workers, nurses, psychologists, occupational therapists), service leaders and other staff. Your conversations and insight (that are drawn from your own lived experience), may be really important in enabling another staff member or team to develop a better understanding of a person's situation, or how the way in which a staff member/team is working may affect consumers and carers either, positively or negatively.

It is also important to be prepared about what impact your work as a peer worker may have within your personal life. For example, in a social setting - people may ask about your work and what you do. If or when you share that you are a peer worker, this may open up conversations with people about their own mental health/AOD, that of someone they know and/or your own experiences. You will need to consider how you will navigate these scenarios so that you can create boundaries, both professionally and personally, that support your own wellbeing.

Working within the MBPH Mental Health and Wellbeing Service

There are many teams which make up the MBPH Mental Health and Wellbeing Service. They are split according to age (e.g. children and youth, adult and older adult), and also in response to the needs of the

consumer. This can include (but is not limited to) treatment and care in the community or the inpatient unit and specific support when experiencing a suicidal crisis. It is our long-term goal to have a lived experience team member within all of our mental health and wellbeing teams. The position description will detail which team the peer worker will be based within; however, there may be times that you are asked to work with other teams and the wider lived experience workforce.

Like all staff within our service, it is expected that you will work in a professional way, and make the needs of the people we work with a priority. We know that maintaining wellbeing is essential for providing high-quality mental health and wellbeing services. If you feel that your own mental health or wellbeing is being affected (professionally or personally), we will endeavour to support you as best we can. A wellbeing plan is one way of being attentive to your individual situation and wellbeing, and helping to provide the right support when you need it. We may request that you complete a wellbeing plan that you would then share with your manager.

Remember, becoming a peer worker can be a rewarding experience, but it is essential to carefully consider your readiness and ability to handle the challenges that come with the role. MBPH is committed to supporting you throughout your journey as a valued member of our lived experience workforce.

More Information...

If this role interests you and you would like to join our incredible team, we would encourage you to apply. If you would like to ask any questions, please don't hesitate to contact the person listed in the job advertisement. If you do choose to apply and are successful in your application, the MBPH Mental Health and Wellbeing Service would certainly welcome you and support you to become an important and valued member of our team.

This information sheet has been adapted from Austin Health and Flourish Australia's 'Things to consider before becoming a Peer Worker'.

ACKNOWLEDGEMENT BY EMPLOYEE

I acknowledge having received and read the content of this position description (including but not limited to aspects of the role contained within) and understand the requirements of the position.

Employee Name: _____

Employee Signature: _____

Date: _____



Happy

WE ARE POSITIVE

As an organisation

We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best



Empathetic

WE ARE CARING

As an organisation

We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care



Accountable

WE ARE COMMITTED

As an organisation

We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



Respectful

WE ARE OPEN TO OTHERS

As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/ age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



Team-based

WE ARE ONE TEAM

As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

LANGUAGE WE USE

- | | |
|-------------------------------------|---|
| "I choose..." | "Can we explore that more so I can understand it better?" |
| "I care..." | "We will...us...we can..." |
| "I prefer..." | |
| "I will..." | |
| "I can..." | |
| "Is there a better way to do this?" | |

LANGUAGE WE DON'T USE

- | | |
|--------------------------------------|---|
| "I have to..." | "Things have always been done this way" |
| "I must ..." | "Them and us" |
| "If only..." | |
| "Ah well, that is because of XYZ..." | |
| "Our processes do not let us do it" | |

THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome

