

POSITION DESCRIPTION

Position:	Carer Consultant
Division:	Mental Health Services
Unit:	Mental Health
Enterprise Agreement	VICTORIAN PUBLIC MENTAL HEALTH SERVICES ENTERPRISE AGREEMENT 2016-2020
Reports to:	Associate Director of Mental Health Services

MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. MBPH is a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement.

MBPH 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.

MBPH is proud to be affiliated with Monash and La Trobe Universities for the provision of undergraduate and postgraduate Medical, Nursing and Allied Health education. Affiliations also exist with other universities for clinical placement and training.




VISION





Your Hospital – We care.

MISSION

Improving the health and wellbeing of our community by providing quality health services, with care, compassion and skill.

VALUES

 Responsiveness	Responsiveness: Providing frank, timely advice to the Government; high quality services to the Victorian community; and by identifying and promoting best practice.
 Integrity	Integrity: Being honest, open and transparent; acting responsibly; reporting improper conduct; and striving to earn and sustain public trust of a high level.
 Impartiality	Impartiality: Making decisions and providing advice on merit and without bias, favouritism or self-interest; objectively considering all relevant facts and fair criteria.

 Accountability	<p>Accountability: Working to clear objectives in a transparent manner and accepting responsibility for decisions and actions.</p>
 Respect	<p>Respect: Treating others fairly and objectively; ensuring freedom from discrimination, harassment and bullying.</p>
 Leadership	<p>Leadership: Actively implementing, promoting and supporting these values. Leadership is about positive influence, inspiring and empowering others.</p>
 Human Rights	<p>Human Rights: Making decisions and providing advice consistent with human rights; and actively implementing, promoting and supporting human rights.</p>

POSITION SUMMARY

The focus of the Carer Consultants' work is to assist families and carers to provide assistance and support to carer/families to be involved in their treatment, support, recovery planning and clinical decisions of the person they support.

Features of the role

- Carer Consultants will have:
 - a lived experience in carers/families' needs in mental health services
 - have the capacity to understand the intricacies of the mental health system
 - the ability to support families and carers and present carer perspectives to mental health services.
- Carer Consultants come to these roles with an established knowledge of the impacts of mental illness on carers and families. Consultants operate in a complex interpersonal, policy and programme environment and are required to use a broad range of verbal and written communication skills to support improved service planning, service delivery and evaluation. They work with and on behalf of families and carers with clinicians and mental health service staff and contribute to and advance systemic policy change within the mental health system.
- Carer Consultants operate in a complex operational environment and are required to exercise a high degree of judgement to improve service delivery. Carer Consultants manage interpersonal relationships that may be influenced by issues including cultural and linguistic differences, numeracy/literacy challenges, drug and alcohol issues, financial stresses and challenging behaviours that can impact on others
- Carer Consultants are to work collaboratively with carers/families in team environments to achieve maximum service delivery and policy outcomes.
- Carer Consultants provide advice and support to carer and family support network of a client with a mental health illness.
- When operating at a Level 2 position the Carer Consultant will engage in broader decision-making regarding an individual client's needs from a carer's/family's perspective alongside other clinicians and professionals managing the individual's needs.

- At this level, Carer Consultants contribute their knowledge and experience to programme and policy development in the area of service delivery. They advise and participate in programme and policy development with senior internal staff and management and liaise with and provide advice to external stakeholders.

KEY RESPONSIBILITIES AND DUTIES

(a) Communication

- (i) Negotiates with internal and external stakeholders
- (ii) Advises internal and external stakeholders in area of operation
- (iii) Is relied on by others to provide communication guidance in area of operation
- (iv) Advocates for carers/families to internal and external stakeholders

(b) Judgement

- (i) Autonomous in decision-making with carers/families
- (ii) Focal point for other Consultants to problem-solve complex individual carers/families' needs
- (iii) Relied on by others for advice and decision making
- (iv) Makes decisions in the absence of defined procedures and protocols
- (v) Authoritative in decision making for others

(c) Knowledge and Expertise

- (i) Has a lived experience of carers/families' needs in mental health services
- (ii) Synthesises information to develop and guide carers/families
- (iii) Interprets and applies policy to area of responsibility
- (iv) Exercises judgement in the application of policy and programmes to carers/families' needs
- (v) Identifies gaps in policy area
- (vi) Develops and advocates policy and programme change

(d) Service Delivery

- (i) Shares knowledge and experience with internal stakeholders to contribute to individual service delivery needs
- (ii) Synthesises learned experiences to advance service delivery outcomes
- (iii) Participates in collegiate discussion regarding service delivery options
- (iv) Advises internal and external stakeholders on program service delivery requirements
- (v) Depended on by stakeholders to provide service delivery advice
- (vi) Responsible for programme budget including governance and auditing requirements

(e) Technical skills

- (i) Negotiates complex interpersonal relationships confined to carers/families support group
- (ii) Problem-solves complex interpersonal relationships for others
- (iii) Negotiates policy and programme options with carers/families
- (iv) Authoritative in determining emotional priorities of carers/families

(f) Policy and Programmes

- (i) Advises on the development of policy and programmes
- (ii) Researches and advocates policy change
- (iii) Authoritative in policy and programme development, implementation and evaluation
- (iv) Relied on by internal and external stakeholders to respond to initiatives in policy area

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

- A demonstrated & recorded lived experience as a carer of a consumer within the mental health service system
- Strong literacy skills
- Demonstrated understanding of current trends in Mental Health care, recovery principles and clinical service provision
- Good understanding of the Victorian Mental Health Act 2014
- Awareness of State Health policy guidelines and directives
- Effective communication in verbal and written mediums
- Demonstrated ability to develop and deliver training programs.
- Experience in policy development
- Ability to work collaboratively and effectively in a multidisciplinary team
- Ability to work independently and as part of a team
- Willingness to complete relevant e-learning modules as required for this role
- Sound computer skills in MS Office and data base programs

MANDATORY REQUIREMENTS

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.