**Austin Health Position Description**

# Position Title: Carer Lived Experience Worker –

# Infant Child Community Team- Inner North.

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| Classification: | Lived Experience Worker  Level I (MP27-31) or Level 2 (MP32-MP35)  Depending on experience |
| Business Unit/ Department: | Infant Child and Youth Mental Health Service (ICYMHS), Mental Health Division |
| Agreement: | Victorian Public Mental Health Services Enterprise Agreement 2021 - 2024 |
| Employment Type: | Part-Time |
| Hours per week: | 22.8 hours- |
| Reports to: | Operational – Program Manager  Team Leader Inner North Child Community Team  Professional – Lived Experience Discipline Lead |
| Date: | August 2024 |

**About Austin Health**

Austin Health is one of Victoria’s largest health care providers. We deliver services for patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

We employ approximately 9,500 staff and are known for our specialist work in cancer, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health and rehabilitation.

Our vision is to shape the future through exceptional care, discovery and learning. This is supported by our values which define who we are, shape our culture and the behaviours of our people.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here.](https://www.austin.org.au/Assets/Files/Diversity%20and%20Inclusion%20Plan%202020-2023.pdf)

# Commitment to Gender Equality

Austin Health is committed to gender equality in the workplace. In developing our [Gender Equality Action Plan](https://www.austin.org.au/Assets/Files/AH-GEAP-2021-2024-v4-web.pdf) we have been guided by the gender equality principles set out in the Gender Equality Act 2020 (Vic). We believe that everyone should live in a safe and equal society, have access to equal power, resources and opportunities and be treated with dignity, respect, and fairness.

# About the Role

This position requires a clear and readily articulated understanding of the values and practices of the consumer and carer movement in mental health which seek to be inclusive and respectful of consumers views and honour the ‘lived experience’ of consumers.

The Lived Experience Worker – Carer Support is a new position and is an integral role in the multidisciplinary Inner North Infant Child Community Team. Drawing on their own, unique lived experience and perspective as a carer of a young person, they will contribute to the provision of recovery- oriented, trauma-informed, evidence-based support interventions to families and carers.

The Lived Experience Worker – Carer Support will provide one-on-one family / carer support and will facilitate family / carer groups. They will contribute to the multi-disciplinary team’s development and maintenance of a positive, inclusive, and responsive support and treatment, through the fostering of increased understanding between young people and families attending as well as advocacy and professional expertise to their clinical colleagues, leading to improved experiences of young people, their families and carers.

# About the Mental Health Division

The Mental Health Division (MHD) provides care and services through a comprehensive range of teams to meet the needs of mental health consumers and carers throughout Victoria. Services are located across Austin Health and in the community.

* Triage, Assessment and Planning Service
* Adult Mental Health Services
* Infant Child and Youth Mental health Services and,
* Mental Health Specialty Services.

All mental health services work within a clinical framework that promotes recovery- oriented practice and supported decision making. This approach to client wellbeing builds on the strengths of the individual working in partnership with their treating team. It encompasses the principles of self- determination and individualised treatment and care.

In 2021 the final recommendations of The Royal Commission into Victoria’s mental health system provided clear directions about the inclusion of the voice and experiences of people with Lived Experience -consumers and carers. The Mental Health Division acknowledges the important contribution the Lived Experience Workforce (LEW) makes to services and is committed to expanding this workforce and enhancing workplace supports for their practice across area mental health services and identified non-government organizations.

# About ICYMHS

ICYMHS provides tertiary mental health services to the north-eastern catchment of Melbourne (currently the local government areas of Banyule, Boroondara, Darebin, Nillumbik, Whittlesea, and Yarra). Young people eligible for the service are predominantly aged 0-18 years with only several teams currently available for those aged up to 25 years.  It is an exciting time for Austin as the ICYMHS directorate will be expanding in response to the recommendations from the Victorian Royal Commission into Victoria’s Mental Health Services (2021).

ICYMHS currently have two inpatient units (a child and an adolescent one), a residential Child and Family Centre together with future project for a further residential program – YPARC.

There are three youth community teams, two child community teams and a number of specialist youth outreach teams.  There are also several specialist roles such as Senior Clinician (Child Specialist), Carer and Consumer Consultants, Koori Mental Health Liaison Officer and Community Engagement and Partnership Coordinators.  There is an anticipated expansion of the Lived Experience Workforce to be embedded with the ICYMHS directorate.

Particularly relevant to ICYMHS are the Under 18 Triage Team, Autism Spectrum Disorder Assessment Program, Consultation and Liaison team and the infant programs across the Adult Mental Health Directorate.

Our community teams are based primarily at 2 Heidelberg location (on the Austin Campus and in Burgundy Street Heidelberg) with the exception of one based in Epping. It is anticipated there will be a number of teams located the community in the future.

 The Inner North Infant and Child Community Team has been developed in response to the recommendations of the Royal Commission into mental health services.

**About the Inner North Infant Child Community Team**

Inner North Infant Child Community Team provide early intervention and developmentally appropriate high-quality mental health treatment to children aged up to 11 years and their families referred with mental health concerns to the service.

Informed by strong neurodevelopmental, developmental and relational perspectives, trauma informed care, family inclusive and strength-based practice the team work collaboratively in practice and draw on a strong understanding of systemic approaches and frameworks to clinical care and case management. Outreaching to vulnerable families is integral to the model of care in the hope of providing a more responsive and timely service response.

Parent work, groupwork, and individual therapy are just some of the approaches used in practice.

Located at the Austin Hospital site, travel will be expected between campuses.

# Purpose and Accountabilities

## Role Specific:

* Provide support to families and carers of young people attending, using personal lived experience to provide a model of hope and recovery.
* Engage with families and carers in an outreach capacity – home visiting when indicated.
* Assist clinical staff, families and carers to construct and enact realistic recovery and wellness plans across all phases of an episode of care.
* Assist clinical staff, families and carers prepare for discharge planning, particularly aiding in the identification of, and engagement with, community supports.
* Engage and work collaboratively with other members of the mental health program, including clinical staff / case managers, Lived Experience Workforce and advisory groups.
* Assist families and carers to complete feedback on their experiences of the service.
* Work collaboratively as a key member of the team to develop and maintain processes that support the evaluation and continuous improvement of the agreed model of care.
* Identify opportunities for education within the service that increases staff understanding and value of the role.
* Facilitate family and carer access to complaint resolution processes.
* Maintain accurate records on family and carer contact, for the purposes of monitoring and evaluation.
* Attend supervision and peer meetings as required.
* Attend clinical review meetings and provide input into clinical planning from the lived experience perspective.
* Contribute to quality improvement, policy, and program development in the Mental Health Program from a Carer perspective using lived experience.

## Key Accountabilities:

* Build relationships with families, and carers.
* Build relationships with internal Austin Health stakeholders.
* Liaise and consult with community service providers to build effective relationships that will benefit children, families, and carers.
* Fulfill all administrative requirements including recording on client contact hours in the CMI database.
* Demonstrate a commitment to professional development through self-reflection and supervision.
* Engage in a minimum of one formal performance appraisal per year, with a mid-year review of performance in relation to the goals identified in the appraisal documentation.
* Source relevant training opportunities, complete all Austin Health mandatory competencies and ATLAS training as required.
* Use best available evidence to improve current practice.
* Engage with the Carer Lived Experience Workforce (CLEW) network as the professional association.
* Ability to exercise professional judgement and seek advice and assistance when required or appropriate.
* Undertake roles and other duties as directed appropriate to your experience and training that are necessary for the efficient functioning of the team and the service.

## All Employees:

* Comply with Austin Health [policies & procedures](https://austinhealth.sharepoint.com/sites/OPPIC) as amended from time to time.
* Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
* Maintain a safe working environment for yourself, colleagues and members of the public. Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
* Comply with the principals of patient centered care.
* Comply with Austin Health mandatory training and continuing professional development requirements/
* Work across multiple sites as per work requirements and/or directed by management.

# Selection Criteria

## Essential Knowledge and skills:

* + Direct personal (lived) experience as a **family member or carer** of a person with mental illness who has required treatment in the Victorian Public Mental Health system.
  + Understanding of contemporary trends and issues regarding mental health services from a Lived Experience family/carer perspective.
  + The ability to use Lived Experience family/carer perspective with staff and to provide hope and a belief in recovery.
  + Understanding and appreciation of the principles of recovery, including social connectedness, holistic care provision and peer-based examples of wellness.
  + Understanding of the strengths-based model of recovery.
  + Demonstrated understanding of and empathy for the broad impact of mental illness on consumers and carers / families.
  + Ability to work within a multidisciplinary team including ability to express own viewpoint and respect the views of others.
  + Understanding of the need to be sensitive to the needs of people from diverse backgrounds including Aboriginal and Torres Strait people and Culturally and Linguistically Diverse people.
  + Sound communication and interpersonal skills, including the ability to develop and maintain effective working relationships with consumers, families/carers, colleagues, clinical staff and other health and welfare services.
  + Ability to manage time and resources effectively.
  + Ability to work in a challenging environment.
  + Basic proficiency in computer skills.
  + Ability to work in an outreach capacity, where indicated.
  + A current unrestricted Working with Children’s Check.
  + A current, unrestricted Victorian Driver’s Licence.
  + Comply with all legal requirements pertaining to the position.

## Desirable but not essential:

* + Experience working in a peer support role in a mental health setting.
  + Certificate IV in mental health, peer work, welfare or community development, or equivalent.
  + Intentional Peer Support training.
  + Sound knowledge of the relevant legislation (including Mental Health Act) and frameworks for recovery-oriented practice pertaining to working in mental health and with consumers, carers / families.
  + Computer literacy in Microsoft Word, Excel and Outlook.

# General Information

## Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

**Equal Opportunity Employer**

We welcome applications from Aboriginal and Torres Strait Islander people. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](http://www.austin.org.au/careers/Aboriginalemployment/)

# Document Review Agreement

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| **Manager Signature** |  |
| **Employee Signature** |  |
| **Date** |  |