

Austin Health

Position Description

Position Title: Consumer Consultant – Lived Experience, Infant, Child and Youth Mental Health Service (ICYMHS)

Classification:	Lived Experience Worker MP32-MP35
Business Unit/ Department:	Child and Youth Mental Health Service (ICYMHS) Mental Health Division
Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2020 - 2024
Employment Type:	Part-Time
Hours per week:	22.8 hours per week
Reports to:	Divisional Manager ICYMHS MHD Discipline Lead Lived Experience Carer
Direct Reports:	nil
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](#).

Position Purpose

You will work across Austin's Infant Child and Youth Mental Health Service (ICYMHS) in their bed based and community teams.

Strong collaboration with the Divisional Manager, the Lived Experience Worker (LEW) leads within the Mental Health Division (MHD) and all staff in ongoing service development to achieve better outcomes for the children and young people referred to ICYMHS. The Consumer Consultant is pivotal in bring the perspective and voice of consumers to the broader system and will continue to build participation of consumers in consultation and co-design at the ICYMHS and Austin Mental Health Division level.

This position requires a clear and readily articulated understanding of the values and practices of the lived experience, ensuring the service is inclusive and respectful of consumers' views and honour the expertise of lived experience of a person.

There is a growing Lived Experience team at Austin Mental Health Division, which currently includes Peer Support Workers, a Carer Consultant and network of carers and consumers advising to the service, all with a personal experience of supporting someone who has accessed public mental health services.

This role will support the service to improve and expand consumer engagement in co-design projects across the service and support the implementation of the Royal Commission into Victoria's Mental Health System's recommendations, Mental Health & Wellbeing Act 2022 alongside many other relevant projects.

About the Mental Health Division

The Mental Health Division 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 campuses and in the community. The Mental Health Division incorporates four program areas:

- Adult and Older Adult Mental Health Services
- Infant Child and Youth Mental health Services (ICYMHS) 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.

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.

Alongside ICYMHS, and relevant to this role, are other teams in the directorate responsible for Triage, Assessment and Planning Service (TAPS). 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 in the community in the future.

Purpose and Accountabilities

Role Specific

- Work collaboratively with Austin Health Mental Health Service staff to provide a coordinated approach to consumer and family needs, including identification of service gaps, areas for improvement and implementation of appropriate responses at both policy and service delivery levels.
- Have a clear understanding of mental health consumer 'lived experience' perspectives, which is inclusive and respectful of the diversity of care relationships including care across the lifespan and in communities like Aboriginal and Torres Strait Islander, culturally and linguistically diverse and LGBTIQ+.
- Work closely with lived experience workforce to ensure a broad consumer perspective is provided at all levels of service including planning, development, evaluation, and training - advocating for the needs of carers of those who use the service.
- In addition to your own consumer experiences, draw on your existing lived experience discipline knowledge and resources, legislation and government frameworks, best practice models of care, research, and service policies and guidelines, which are relevant to supporting carers.
- Attend relevant clinical meetings and participate in training and project development, consultation and liaison with consumers, leadership groups, lived experience workforce groups, lived experience committees, and other working groups of the service.
- Support consumer participation with the service including leading, developing, maintaining, and facilitating the Consumer Advisory Group (CAG) including recruitment and support of members. Currently Superhornets
- Develop and implement feedback mechanism to collect consumer experiences with the service and evaluate the feedback to contribute towards service improvement.
- Plan, execute and participate in service activities for consumers, including information sessions, events, and groups - working in conjunction with Consumer Discipline Lead.

- Participate in the promotion of the consumer lived experience workforce initiatives in line with Austin Health policies, service, and developments and be involved in the existing consumer activities and work in conjunction with other lived experience staff and portfolio holders.
- Communicate effectively with consumers, families/carers, colleagues and other service providers.
- Excellent communication skills including the ability to work collaboratively with staff, carers and consumers towards organisational change.
- Participate in processes to support consumer perspective on staff selection panels.
- Participate in supervision and professional development opportunities.
- Provide peer support to a handful complex referrals.

Key Relationships

Internal

- Lived and Living Experience Leads (LLE) within Austin's Mental Health Division
- Consumer and Carer Manager, Peer Support Coordinators, Team leaders and Consultants
- Other LLE staff
- Divisional Managers within MHD
- Clinical Directors
- Community Program Managers and Team Leaders
- Nurse Unit Managers
- Key Clinicians
- PESCI Team
- Health Information Manager
- External
- Local community services and supports.
- Carer peak body - Tandem
- Consumer Peak body - VMIAC
- The CLEW (Carer Lived Experience Workforce of Victoria Network)
- Other relevant Consumers and carers groups

All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Pulse):
<https://austinhealth.sharepoint.com/sites/OPPIC>.
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks.
- Comply with the Code of Conduct.

Selection Criteria

Selection Criteria Formal Qualification(s) & Required Registration(s):

- Relevant qualifications (IPS, Single Session Peer Work, Cert. 4 in Mental Health or Peer work) are desirable and/or equivalent experience and skills Essential:
- A personal lived experience as a consumer of public mental health services, or one or more of the following:
 - Experience in a consumer workforce role in the mental health sector
 - Experience of being part of a Consumer Advisory Groups (CAG)
 - Experience in participating in opportunities arising from the VMIAC Consumer Register
 - Other experience contributing to governance and systemic change in mental health.
- Well-developed understanding of different experiences and issues faced by consumer and families, who have accessed public mental health services and the ability to provide a broad consumer perspective in a variety of service settings.
- Ability to work with and advocate for the needs of consumer of the service from all backgrounds, genders, sexualities, cultures, and abilities.
- Excellent communication and consultation skills including the ability to liaise with a broad range of stakeholders, facilitate groups, chair meetings, and present effectively in public situations.
- Commitment to participating and working collaboratively as a member of the Lived & Living Experience team as well as working collaboratively with other multidisciplinary teams.
- Well-developed writing skills and an ability to promptly prepare a variety of documentation and reports.
- Ability to work independently including highly developed organisation and time management skills.
- Ability to work from a recovery, peer, codesign, and strengths-based approach.
- Confidence with using a variety of computer software including the Microsoft Office suite.

Desirable:

- Experience working from a consumer perspective including experience working in a lived experience role within a mental health service would be highly regarded.
- An understanding of the mental health service system and relevant community and carer services
- An understanding of the Victorian Mental Health Act (2014) and other relevant legislation and government frameworks related to working with carers and families in mental health services.
- A current Victorian Driver's Licence and ongoing ability to use this form of transport.

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

Austin Health is committed to diversity and inclusion in employment and is proud to encourage applications from people of different backgrounds, abilities, ages, genders, gender identities and/or sexual orientations.

Austin Health acknowledges the Traditional Owners of the lands we work on and pay our respects to Elders past and present.

We welcome applications from people with disability and aim to provide an inclusive and accessible workplace. If you need any help with the application process or would like to discuss your reasonable adjustments during interviews, please let us know.

We welcome applications from Aboriginal and Torres Strait Islander peoples. 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](#).

Document Review Agreement

Manager Signature	
Employee Signature	
Date	