Role Description

Job ad reference: MSM09143532
Role title: Peer/Recovery Support Worker (Maori and Pacific Islander consumers)
Status: Temporary full time position or temporary part time position (for two years, with possibility of extension, hours negotiable)
(Future vacancies of a temporary, full time or part time nature may be accommodated within this role)
Unit: Community and Inpatient Setting
Health Service: Metro South Hospital and Health Service
Location: Logan Central

Please note: Appointments to similar/identical future vacancies within various teams at other locations across Metro South Addiction and Mental Health Services may occur through this recruitment process including Logan and Beaudesert Hospitals, Redland Hospital, Princess Alexandra Hospital and surrounding communities.

Classification level: AO3
Salary level: $57,827 - $64,631 per annum (f/t) or $29.16 - $32.59 per hour (p/t)
Closing date: Wednesday, 1 October 2014
(Applications will remain current for 12 months)
Contact: Gabrielle Vilic
Telephone: (07) 3339 4622
If you are unable to apply online, please contact Recruitment Services on (07) 3176 4301 or recruitment_metrosouth@health.qld.gov.au

Deliver application: Hand delivered applications will not be accepted

Purpose of the Role
- To assist Maori and Pacific Islander mental health consumers, key Maori and Pacific service providers and Non-Government Organisations (NGO’s) to develop a better understanding of the recovery framework while utilising your lived experience of mental health issues and work toward achieving the best outcomes for consumers from Maori and Pacific Islander backgrounds.
- Provide Maori and Pacific Islander consumers with culturally tailored education, information, referrals and support from personal experience of recovery, utilising available resources within the community to overcome stigma and facilitate access to mental health services and non-government agencies.

Staffing and Budget
This position operationally reports to Senior Peer / Recovery Support Worker and the Consumer or Carer Consultant.

Your key responsibilities
- Fulfil the accountabilities and responsibilities of this role in accordance with Metro South’s purpose and objectives, as outlined below.
- Ensure patients and other staff are treated fairly and with mutual respect and understanding,
Staff are expected to be compliant with the timely and accurate input and collection of consumer related demographic information, diagnosis, outcomes collections and provision of service activity into appropriate applications. The data and information includes the electronic entry and completion of documentation to meet legislative requirements, including Mental Health Act 2000 documentation, admissions, discharges and transfers.

Facilitate and maintain liaison and cultural support links with staff to enhance access for Maori and Pacific Islander patients and their families when presenting to mental health services; and to provide practical social support services for Maori and Pacific Islander patients and their families during their episode of care. This includes an advocacy role and developing linkages with all relevant hospital wards, departments, NGO’s and community services to facilitate admission, discharge planning and referral to follow-up services.

Utilising experience, skills and knowledge in; consumer/ carer education, support and provide a culturally responsive framework of peer support education that meets the needs of Maori and Pacific Islander consumers and carers.

Utilise group work skills in delivering support groups, peer support education programs, and participate in facilitating peer based Maori and Pacific Islander consumer and carer support groups.

Co-facilitate training to all staff and students as required.

Facilitate, plan and evaluate groups within the Maori and Pacific community that focus on a Maori and Pacific Islander consumer perspectives and engagement.

Utilise well developed cross cultural communication, engagement and consultation to work collaboratively in an NGO setting to promote the role of the Peer/Recovery Worker.

Provide general feedback and advice to key stakeholders regarding Maori and Pacific Islander consumer participation, education, support and recovery oriented practise.

Support Maori and Pacific Islander consumers to make positive changes towards recovery by identifying strengths and goals and facilitate access to resources to achieve these.

Collaborate with multicultural, Maori and Pacific groups and NGO’s and agencies to assist with building their capacity to provide service to Maori and Pacific Islander mental health consumers.

Work with clinical and non clinical staff and complement existing services to assist Maori and Pacific Islander consumers on their recovery journey within the community.

Assist Maori and Pacific Islander consumers in the recovery plan from a consumer perspective.

Provide Maori and Pacific Islander consumer/ carer representation on selection and recruitment panels.

Involvement in the collection of Maori and Pacific Islander consumer and carer feedback as required.

Serve as a positive role model to consumers and staff and as a source of information on their personal experience of managing their mental health.

Values

It is expected that all staff demonstrate the values which are outlined in the strategic plan:

- Courage
- Leadership
- Team Work
- Respect
- Integrity
- Caring for people

Staff are expected to act and demonstrate these values when working with consumers, carers, the community, other staff and other organisations.

Qualifications/Professional registration/Other requirements

It is highly desirable to have had a personal lived experience of mental illness or consumer caring and use this experience to support others living with mental illness to foster hope and recovery.

Experience supporting or working with Maori and Pacific Islander mental health consumers and cross cultural experience would be highly desirable.

Experience working within a public mental health service or Non-Government Sector would be desirable.

It is highly desirable that applicants hold a Certificate IV in Mental Health or Certificate IV in Community Settings or can demonstrate that they are working towards obtaining these qualifications.

This position may be required to provide services in client homes and community settings.

To find out more about Queensland Health, visit [www.health.qld.gov.au](http://www.health.qld.gov.au)
- This position will be required to work all shifts in accordance with the unit roster.
- This position may be required to travel and work across the Metro South Addiction and Mental Health Services which includes Logan Hospital, Redland Hospital, Princess Alexandra Hospital and various community sites.
- This position will work in close liaison with the Academic Clinical Units within Metro South Addiction and Mental Health Services.
- This position requires the incumbent to operate a class C motor vehicle, and an appropriate licence endorsement to operate this type of vehicle is required. Proof of this endorsement must be provided before commencement of duty.

**Are you the right person for the job?**
You will be assessed on your ability to demonstrate the following key attributes. Within the context of the responsibilities described above, the ideal applicant will be someone who can demonstrate the following:

- Ability to demonstrate knowledge and understanding of the key mental health issues for Maori and Pacific Islander mental health consumers.
- Ability to plan, deliver and evaluate culturally tailored peer support education and groups to Maori and Pacific Islander mental health consumers.
- Develops and maintains strong links within the Maori and Pacific Islander community and with relevant organisations and demonstrates a sound knowledge of Maori and Pacific Islander culture and protocols.
- Ability to establish and maintain relationships with Maori and Pacific Islander consumers, carers, the community, health professionals and all service providers, while promoting an understanding of mental health.
- Ability to show proactive and effective cross cultural communication skills by actively listening, conveying Maori and Pacific Islander consumer’s requirements clearly and fluently, displaying appropriate empathy and adapting style accordingly.
- Ability to relate, empathise with, be aware of and see issues from the perspective of a Maori and Pacific Islander consumer, their families and people from other cultures.
- Ability to proactively identify areas of improvement to service and suggest relevant changes from a consumer’s or carer perspective.
- Ability to demonstrate honesty, integrity and respect for all consumers, family/carers, staff and community.

**How to apply**
Please provide the following information to the panel to assess your suitability:

- **A short written response** (maximum 1-2 pages, dot points acceptable) on how your experience, abilities, knowledge and personal qualities would enable you to achieve the key attributes and responsibilities and meet the key skill requirements.

- **Your current CV or resume, including two referees.** You must seek approval prior to nominating a person as a referee. Referees should have a thorough knowledge of your work performance and conduct, and one should be your current/immediate/past supervisor. By providing the names and contact details of your referee/s you consent for these people to be contacted by the selection panel. If you do not wish for a referee to be contacted, please indicate this on your resume and contact the selection panel chair to discuss.

- **Application form** (only required if not applying online).

**About Metro South Hospital and Health Service**
Metro South Health is the largest Hospital and Health Service in Queensland, with an estimated residential population of approximately one million people or 23 per cent of Queensland’s population.

Metro South Health is situated in the South-East corner of Queensland from the Brisbane River in the north to the Redland City Council in the east, and to the Scenic Rim Shire down to the border of New South Wales in the south-west. It is the most culturally diverse area of Queensland with 28.5% of the community born overseas and 16% from non-English speaking countries. This health service does not include the Mater Hospitals.

To find out more about Queensland Health, visit [www.health.qld.gov.au](http://www.health.qld.gov.au)
Clinical services provided within Metro South Health include:

- Princess Alexandra Hospital
- Logan Hospital
- Beaudesert Hospital
- QEII Hospital
- Redland Hospital
- Wynnum Health Service Centre
- Redland Residential Care
- Redland Renal Dialysis Unit
- Casuarina Lodge
- Marie Rose Centre (Dunwich)
- Community Health Services
- Oral Health Services
- Mental Health Services
- Medical Aids Subsidy Scheme

About Metro South Addiction and Mental Health Services / Academic Clinical Units
As part of the National Health Reforms (http://www.yourhealth.gov.au/), the Queensland Government introduced 17 new Hospital and Health Services (HHS) as of 1 July 2012. Metro South Health became the service responsible for providing public health services to the large and diverse geographical area incorporating Brisbane’s south side, Logan-Beaudesert, Redland and Wynnum.

Metro South Addiction and Mental Health Services has recently undergone a transformation of service delivery across its current facilities. As a consequence of these changes consumer care is now based on individual needs, assessment and diagnosis rather than location. Consumers are however reviewed as close as possible to their residence. Ten (10) Academic Clinical Units were established to provide specialised programs across the following areas: Acute Inpatient Services, Resource and Access Services, Mood, Older Adult, Child and Youth, Psychosis, Rehabilitation, Consultation Liaison Psychiatry, Transcultural Mental Health and Addiction Services.

We are committed to our tripartite model of ensuring clinical excellence, research and education. With our exciting partnership with Diamantina Health Partners, Queensland’s first academic health science centre, we are constantly exploring opportunities that will enable staff at all levels to engage in research, participate in conferences and work towards higher qualifications that their application of skills will ensure better outcomes for our consumers, carers, families and the community www.diamantina.org.au

Our service will continue to provide high quality addiction and mental health care across Metro South.

Additional information on Metro South Addiction and Mental Health Services is available on the web site via http://www.health.qld.gov.au/metrosouthmentalhealth

Our Vision
Is to provide our community excellence in consumer centred, integrated care across the continuum of addiction and mental health services.

Our Mission
Is to demonstrate exceptional care to consumers experiencing addiction and/or mental health problems so that we reduce the burden of disease and integrate care with our key health partners.

Key Priorities
We will pursue our four strategic priorities to help us achieve our vision:
- Better outcomes for consumers, families, carers and community
- A partnership approach - linking and engaging with our community
- Accountability and confidence in our health system
- Excellence in clinical care, education and research

Pre-employment screening
Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment. The recommended applicant will be required to disclose any serious disciplinary action taken against them in public sector employment. In addition, any factors which could prevent the recommended applicant complying with the requirements of the role are to be declared.

To find out more about Queensland Health, visit www.health.qld.gov.au
Roles providing health, counselling and support services mainly to children will require a Blue Card. Please refer to the Information Package for Applicants for details of employment screening and other employment requirements.

**Salary Packaging**
To confirm your eligibility for the Public Hospital Fringe Benefits Tax (FBT) Exemption Cap please contact the Queensland Health Salary Packaging Bureau Service Provider - RemServ via telephone 1300 30 40 10 or [http://www.remserv.com.au](http://www.remserv.com.au)

**Disclosure of Previous Employment as a Lobbyist**

**Probation**
Employees who are permanently appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment. For further information, refer to Probation HR Policy B2 [http://www.health.qld.gov.au/qhpolicy/docs/pol/qh-pol-197.pdf](http://www.health.qld.gov.au/qhpolicy/docs/pol/qh-pol-197.pdf)