

Position Description

POSITION TITLE	Lived Experience Worker – Mental Health		
REPORTS TO (TITLE)	CPS Program Coordinator, Ipswich Mental Health Team Leader, Ipswich	DIRECT REPORTS (TITLE)	Nil
LOCATION	HealthWISE Ipswich, providing services to West Moreton, South Burnett, Cherbourg and to Southern Downs regions.		
CLASSIFICATION	Health and Support Services Stream Level 2 The HealthWISE Enterprise Agreement 2021		

COMPANY DESCRIPTION

Vision – Healthy Communities

Purpose – Creating better health for our communities

HealthWISE provides primary health care programs and clinical services across the New England North West area of NSW and an increasing range of services and programs in the Darling Downs West Moreton and Goondiwindi regions. HealthWISE has been delivering federally funded primary health and social services for over 13 years. We are a not-for-profit organisation dedicated to creating healthy communities.

By employing skilled and experienced local healthcare providers and a dedicated support team, we provide efficient and effective programs that improve access, increase awareness, decrease cost, empower communities and foster long term health.

HealthWISE is a flexible and inclusive organisation and is dedicated to providing a welcoming and culturally appropriate environment for everyone and promotes the safety, wellbeing and inclusion of all children.

POSITION DESCRIPTION

The role of the Lived Experience Worker is to provide psychosocial support services to people with severe mental illness. This position, in partnership with consumers, families and carers (*as appropriate*), will provide a range of non-clinical community-based supports to individuals to support achieving their recovery goals. The Programs aim to strengthen the capacity of consumers to live independently, safely and productively in their community, form meaningful connections in a supportive environment, and reduce the need for tertiary admissions or acute care.

The delivery of our program activities is underpinned by the following guiding principles:

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- *Recovery focussed:* Operating under a recovery framework by increasing choices and opportunities for consumers to live a meaningful, satisfying and purposeful life.
- *Flexible and available:* Ensuring consumers feel empowered to contact workers at times of need and play an active role in choosing the frequency of contact and setting, pace and delivery of supports.
- *Regular and reliable:* Regular contacts providing consumer focused opportunities to build routine, continue steady progress towards goals and build confidence.
- *Proactive:* Initiating contact and advocating on behalf of consumers. Proactive service provision to assist in building trust and rapport and support consumers to feel empowered with accessing services.
- *Based on genuine understanding:* Endeavour to understand the story and experience of each consumer, ensuring all consumers feel heard, seen and understood.
- *Respectful, authentic and positive:* Services will be delivered in a manner that supports consumer engagement and promotes hope, recovery and the development of positive, motivated, partnerships.
- *Valuing the lived experience of mental illness:* Recognising the importance of the lived experience workforce.
- *Person-centred:* Support specific requirements and goals of the consumer, while building on strengths to empower consumers to take an active role in their recovery journey.
- *Clear and transparent:* Consumers should be provided with information on the program processes and service options. Planning and delivery of programs and services should be conducted in partnership with consumers and their families and/or carers.
- *Cultural safety:* Services will be delivered in ways that are culturally appropriate, safe and relevant for specific groups including First Australians, people from Culturally and Linguistically Diverse communities and people who identify as LGBTIQ+.
- *Strengths-based:* Focus on the strengths, abilities and resources of consumers to build resilience and increase capabilities and wellbeing through social and environmental opportunities.
- *Trauma-informed:* Services will be delivered under a trauma-informed framework promoting safety, trust, choice, collaboration, respect and empowerment.
- *Complementary to existing service systems:* Build and maintain strong linkages and partnerships with local health and social services to streamline referral pathways, facilitate services for consumers, and build complementary support systems.
- *Clinically integrated:* Provide consumers with opportunities to improve their mental health outcomes, including access to clinical mental health services, engaging in a multiagency care team approach to ensure integrated and holistic service delivery.

Psychosocial supports services, provided by the Lived Experience Workers, will cover a range of non-clinical supports that focus on building personal capacity and stability in one or more of the following areas:

- social skills, friendships and family connections
- day-to-day living skills
- financial management and budgeting
- finding and maintaining a home
- vocational skills and goals
- maintaining physical wellbeing, including exercise

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- managing substance use issues
- building broader life skills, including confidence and resilience; and
- building capacity to live independently in the community.

These services may be delivered individually to consumers face to face or via telehealth depending on capacity and choice, or delivered via group sessions as appropriate.

KEY RESPONSIBILITIES

- Provide direct non-clinical psychosocial support services to people with severe mental illness.
- Offer individualised or group sessions, in the most appropriate format for the consumer.
- Work in partnership with consumers, families and carers (*as appropriate*) to provide a range of non-clinical community-based supports to individuals to support achieving their recovery goals.
- Use a 'no wrong door' approach to service delivery to provide and monitor referrals, which provides equitable access to the most appropriate HealthWISE service and timely client care.
- Actively support the Mental Health Team to inform program planning, development, implementation, and evaluation to ensure a multidisciplinary, coordinated and integrated approach to service delivery and activities. This includes provision of regular one on ones and team meetings.
- Promote current HealthWISE services and programs to ensure local communities, General Practices, other health care providers and support organisations to ensure business growth and an integrated approach to the provision of health care information and resources.
- Provide support as required in the promotion of HealthWISE services, activities and events through the media, newsletters and on the HealthWISE website, in collaboration with the Communications Team and other members of the HealthWISE team.
- Develop and maintain professional contacts, partnerships and networks as appropriate, and promote collaboration between HealthWISE and other service providers
- Collect, collate and record data in the HealthWISE database and provide accurate reports to meet program deliverables.
- Promote cultural awareness and competence within the HealthWISE team and in interactions with consumers, stakeholders and communities.

WORK HEALTH AND SAFETY

While at work, a worker must:

- a) take reasonable care for his or her own health and safety, and
- b) take reasonable care that his or her acts or omissions do not adversely affect the health and
- c) safety of other persons, and
- d) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the WH&S Act 2011, and
- e) co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

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ROLE CRITERIA	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Certificate IV in Mental Health Peer Work (or equivalent). • A personal lived experience of mental health issues • Demonstrated integration of own experiences of mental illness into your health journey, with experience to advocate for others. • Demonstrated commitment to the delivery of quality, consistent and continuous health related services to local communities. • Knowledge of strengths based supports and trauma-informed care. • Knowledge and commitment to consumers service users' rights. • Demonstrated attitude and behaviours that are in keeping with the company's values (<i>empowerment, equality, client focus, community, passion for excellence, visionary</i>) • Computer literate and competence in software applications such as Microsoft Word, Excel, Internet Explorer, Outlook etc. • Effective oral and written communication skills. • Current unrestricted and unencumbered State Driver's Licence. • Willingness to travel and work after hours if required • Willingness to consent to a National Police Check. • Current Working With Children Check / Blue Card held or willingness to obtain. • Up to date Vaccination for COVID 19 	<ul style="list-style-type: none"> • Demonstrated understanding and knowledge of delivering health care services, including delivering via telehealth, face to face or in groups as related to this role • Demonstrated experience working with consumers, families and carers of people with a mental illness. • Understanding of the NDIS and application process to NDIA • Demonstrated understanding of issues affecting Aboriginal and Torres Strait Islander peoples and their health