

<b>POSITION TITLE</b>	Lived Experience Worker – Mental Health		
<b>REPORTS TO (TITLE)</b>	Mental Health Team Leader	<b>DIRECT REPORTS (TITLE)</b>	N/A
<b>LOCATION</b>	HealthWISE by negotiation providing services to New England North West NSW or Darling Downs West Moreton QLD		
<b>CLASSIFICATION</b>	Level 1 Health Professional 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

- In Lived Experience positions, an essential role requirement is 'lived experience' of managing recovery from a mental health condition or experience of caring for someone with a mental health condition. The lived experience workforce consists of suitably trained and experienced people with lived experience of recovery from mental health difficulties who have an affinity for providing specialised support services to people. As a Lived Experience Worker, one's own 'lived experience' provides an essential element and a distinct advantage to mentor and support people moving through or struggling with their own recovery journey.
- Work in partnership with Mental Health Clinicians to provide psychosocial support services to people who have been impacted by Suicide.

## Position Description

- Work in partnership with families and carers (as appropriate), to provide a range of non-clinical community-based support to individuals and groups with a focus on the development of post-vention at a community level.
- Provide person-centred, relationship focused, trauma informed, and holistic recovery-oriented coordinated support at individual or group levels.
- Focus on collaboration, integrated and coordinated care for people bereaved by Suicide.
- Collaborate with other relevant services to support integration of services post-vention and to improve people's experience of mental health and wellbeing.
- Demonstrate understanding and knowledge of /or experience in delivering services via Telehealth as related to this role

### KEY RESPONSIBILITIES

- Promote cultural awareness and competence within the HealthWISE team and in interactions with consumers, stakeholders and communities.
- Refer to role criteria for further responsibilities.

### 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

<b>ROLE CRITERIA</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>• Completion of the Diploma in Mental Health or Cert IV Mental Health or enrolled and close to completion.</li> <li>• A personal lived experience of the impact of suicide. Have integrated their experiences of into their lives so they see value in their lived experience and ability to use one's lived experience to advocate for others.</li> <li>• Knowledge of the National Practice standards for Peer Supporters (SAMHSA – 2011).</li> <li>• Knowledge of strengths based support and trauma-informed care.</li> <li>• Effective oral and written communication skills.</li> <li>• Ability to work independently and also collaboratively within a team.</li> <li>• Ability to build rapport with a range of people from a variety of backgrounds and belief systems.</li> <li>• Ability to manage stress and to plan and prioritise workload and be flexible when necessary.</li> <li>• Demonstrated ability to liaise with service providers.</li> <li>• Previous or current experience working with families and carers of people with mental health issues, specifically impacted by suicide.</li> <li>• Computer literate in software applications such as Microsoft Word, Excel, Internet Explorer, Outlook etc.</li> <li>• Willingness to consent to a National Police check.</li> <li>• Current Working with Children Check/Blue Card held or willingness to obtain.</li> <li>• Demonstrated attitude and behaviours that are in keeping with the company's values (empowerment, equality, client focus, community, passion for excellence, visionary).</li> <li>• Demonstrated commitment to the delivery of quality, consistent and continuous health services to local communities.</li> <li>• Demonstrated understanding, experience and respect for Aboriginal communities and their culture</li> <li>• Current unrestricted and unencumbered Driver's Licence.</li> <li>• Willingness to travel and work after hours if required.</li> <li>• Willingness to provide proof of Covid-19 vaccination upon interview.</li> </ul>	<ul style="list-style-type: none"> <li>• Practical knowledge and understanding of post vention.</li> <li>• Understanding of the impact of stigma and discrimination.</li> <li>• Knowledge of current mental health legislation relevant to role.</li> <li>• Completion of Certificate IV Mental Health Peer Work or Intentional Peer Support Training.</li> <li>• Tertiary level qualifications in social work, psychology, occupational therapy or mental health nursing.</li> <li>• Good understanding of the mental health sector across primary and tertiary sectors, as well as non-government organisations.</li> </ul>

ROLE CRITERIA	
ESSENTIAL	DESIRABLE

## Key Performance Indicators

No.	Key Performance Indicators – KPIs (refer to Position Description)	Measure
1.	Provide assessment and intervention to referred clients.	Activity data
2.	Record accurate notes and information to ensure compliance with all organisational policies, program procedures and legislative requirements, as well as ensuring up to date information regarding the programs.	Clinical Audit
3.	Collect, collate and record data in the database and provide accurate reports to meet program deliverables.	Reporting
4.	Attend regular team meetings to promote an integrated approach to service delivery and a harmonious team environment; support professional networking and development; and review program planning, progress and outcomes.	Agendas and Minutes
5.	Promote communication pathways and partnerships with General Practices, clients, other health care service providers, support services and agencies, to inform service planning, implementation and evaluation, and to ensure the integration of services.	Resource development
6.	Undertake Continuing Professional Development and supervision as relevant to the role.	Evidence of CPD and supervision
7.	Ensure confidentiality is maintained in accordance with professional guidelines, and legislative and organisational	Code of Conduct

## Position Description

	requirements, to build and maintain trust within key stakeholder groups.	
<b>8.</b>	Provide community education activities in partnership with HealthWISE programs	Event Flyers and Participation records