

Position Description

POSITION TITLE	Supporting Recovery Victim/Survivor Lived Experience Worker		
REPORTS TO (TITLE)	Service Delivery Wellbeing Team Leader	DIRECT REPORTS (TITLE)	N/A
LOCATION	HealthWISE Moree LGA		
CLASSIFICATION	HealthWISE Enterprise Agreement 2021 Stream:- Health & Support Services Level:- 3		

COMPANY DESCRIPTION

HealthWISE provides primary health care programs and clinical services across the New England North West regions of New South Wales and the Darling Downs and West Moreton regions of Southern Queensland. We are a specialist provider of rural and remote services.

POSITION PURPOSE

The purpose of this role is to draw on lived experience in the provision of trauma informed, strengths-based mental health and wellbeing support including for people/families impacted by domestic, family and sexual violence.

KEY RESPONSIBILITIES

- Provide personal 'lived experience' of managing recovery from a mental health condition or experience of caring for someone with a mental health condition. 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.
- Engage and support clients who are victim/survivors of domestic, family and sexual violence (DFSV) and experiencing mental health distress to develop evidence based, strengths focused, recovery-oriented plans.

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- Work in partnership with Mental Health Clinicians and other support providers to provide psychosocial and wellbeing support services to people who have been impacted by Mental ill-health.
- 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 recovery at a community level.
- Provide person-centred, relationship focused, trauma informed, and holistic recovery-oriented coordinated support at individual or groups in nominated locations as identified as appropriate for the role and client base.
- Focus on collaboration, integrated, and coordinated care for people impacted by mental ill-health including the impact of suicidal distress and domestic and family violence.
- Undertake risk assessments of victims of DFSV with mental health issues.
- Demonstrate an understanding and knowledge of /or experience in delivering Virtual Care services via digital platforms including Telehealth as related to this role.

CONDITIONS OF EMPLOYMENT

- Right to work in Australia
- Current Driver's license
- National police check
- Current Working with Children Check/ Blue card
- Compliance with the child safety framework
- Maintain vaccinations as required and provide proof of vaccination if requested.

WORK HEALTH AND SAFETY

While at work, a worker must:

- a) take reasonable care of own health safety and wellbeing, and
- b) take reasonable care that own acts or omissions do not adversely affect the health, safety and wellbeing of other persons, and
- c) 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
- d) 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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- e) Proactively address any issues that may adversely affect the health, safety and wellbeing of any persons at HealthWISE

ROLE CRITERIA

ESSENTIAL

- Diploma or Certificate IV in Mental Health.
- Experience providing recovery-orientated, strengths-based support and trauma-informed care.
- Understanding of the dynamics, complexities and impact of domestic, family and sexual violence.
- Excellent organisational, interpersonal and communication skills including ability to build rapport with a range of people from a variety of backgrounds and belief systems.
- Ability to work independently and collaboratively within a multidisciplinary team and other service providers.
- Experience working and engaging with regional Aboriginal and Torres Strait Islander communities ideally in a primary health care setting.
- Ability to manage stress and to plan and prioritise workload and be flexible when necessary.
- Ability to travel and work after hours if required.
- Computer literate in software applications such as Microsoft Word, Excel, Internet Explorer, Outlook etc.

DESIRABLE

- Understanding of the impact of stigma and discrimination.
- Knowledge of current mental health legislation relevant to the role.
- Good understanding of the mental health sector across primary and tertiary sectors, as well as non-government organisations.

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Key Performance Indicators

No.	Key Performance Indicators – KPIs (refer to Position Description)	Measure
1.	Provide assessment and intervention to referred clients within contracted program guidelines.	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 requirements, to build and maintain trust within key stakeholder groups.	Code of Conduct
8.	Provide community education activities in partnership with HealthWISE programs	Event flyers and participation records