

# Expression of Interest

## Casual AO3 Peer Worker – TPCH Safe Space

### About the position

As part of a Statewide crisis system reform agenda and investment, TPCH is one of the first hospitals in Queensland to stand up a new model of care (referred to as “Safe Space”) for people experiencing mental health crisis. The aim of the Safe Space is to improve experience and outcomes for people who are experiencing distress or suicidality. It is a vital component of an integrated crisis response system in the Brisbane Metro North region. Through it, we will:

- provide an out-of-hours, safe, short-term and supported space for people who are experiencing or have recently experienced mental health crisis, suicidal thoughts or feelings, as an alternative or adjunct to emergency services.
- provide timely and compassionate peer support, mental health, alcohol and other drug services to consumers experiencing mental health crisis
- provide links and maintain communications between services working with individuals who are accessing the Safe Space including Emergency Department (ED) staff, TPCH Mental Health Acute Care Team (ACT) and other services, as relevant.
- ensure continuity of care and ongoing support for those accessing the service through the development of close working relationships, agreed protocols and referral pathways with a range of providers in the community.

### Context

This role reports operationally to the Mental Health Clinician (Senior), Safe Space.

This role reports professionally to the Team Leader, Lived Experience (Peer) Workforce

### Purpose

A peer worker team is required in the establishment of a new crisis support service (Safe Space) at TPCH. Lived experience peer support is a fundamental, evidence-based element of the Safe Space model of care which strives to provide a home-like, calm and non-clinical space of recovery and safety.

The Peer Worker is integral to a team approach working alongside a senior mental health clinician within the Safe Space, TPCH ED and mental health acute care clinical teams and others. The Peer Worker will contribute to sense of safety and facilitating consumer partnering in recovery at the immediate point of crisis and beyond.

### Key Accountabilities

- Fulfil the accountabilities of this position in accordance with Metro North’s core vision and values
- Ensure consumers, carers, families and other staff are treated fairly and with mutual respect and understanding, regardless of cultural, religious, ethnic and linguistic backgrounds.
- Commit to patient safety and quality in delivery of health care by maintaining and evaluating safety and quality practices and initiatives.
- Knowledge of, or ability to quickly acquire knowledge of relevant applications, including:
  - Consumer Integrated Mental Health Application (CIMHA)

- RiskMan
  - Learning Management System (LMS)
  - Hospital Base Client Information System (HBCIS)
  - Emergency Department Information System (EDIS)
- Actively participate in professional supervision, performance appraisal and development processes.
  - Utilise experience, skills and knowledge in consumer education, support and provide a responsive framework that meets the needs of consumers.
  - Co-facilitate training to staff and students as required.
  - Be involved in health promotion in relation to mental health, recovery, physical health, and other areas of wellbeing.
  - Act as an advocate for consumers utilising the mental health service.
  - Support consumers to make positive changes towards recovery by identifying strengths and goals and participate in planning to achieve these i.e. assist consumers in the development of a recovery plan.
  - Support consumers to meet their recovery goals through practical assistance.
  - 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.
  - Collaborate with NGOs as required and assist with building their capacity to provide service to mental health consumers.
  - Work with clinical staff and complement existing services to assist consumers on their recovery journey.
  - Involvement in the collection of consumer and carer feedback as required.
  - Utilise well-developed communication, both verbal and written, to work collaboratively across multidisciplinary teams with the mental health service, and Non-Government Organisation (NGOs) to promote the function of recovery model of service and the consumer/carer/peer workforce.
  - Provide general feedback and advice to team members, professional and clinical staff regarding consumer and/or carer participation, education, support and recovery-oriented practice.
  - Take reasonable care of your own health and safety and take reasonable care to ensure that your acts and omissions do not adversely affect the health and safety of others.

In addition to the above accountabilities for peer workers across Metro North Mental Health, within the Safe Space environment, you will be expected to:

- Practice discretion and sound decision-making skills in providing support to people experiencing mental health crisis, drawing appropriately and safely on your lived experience in a way that helps provide relational safety, connection and expresses hope and a positive model of recovery
- Communicate non-judgemental and compassionate understanding using excellent listening skills and the ability to build rapport and trust, respond to consumer cues and support preferences and needs, particularly in relation to supporting self-righting, identifying personal strengths and strategies in immediate and longer-term recovery.

### Role fit

**Under s25 of the Anti-Discrimination Act 1991, there is a genuine occupational requirement for the incumbent to be a person with lived experience of mental ill-health, service use and recovery (identifies as a mental health consumer)**

- Although not essential, experience working within a public mental health service, or the NGO sector would be desirable.
- Whilst not mandatory, Cert IV in Mental Health Peer Work or a relevant qualification would be desirable.

## How you will be assessed

Within the context of the responsibilities described above, the ideal applicant will be someone who can demonstrate the following:

- Ability to share lived experience of recovery to assist consumers and staff within the role.
- Ability to establish and maintain relationships with consumers, carers, the community, health professionals and all service providers, while promoting an understanding of mental health.
- Ability to relate, empathise with, be aware of and see issues from the perspective of a consumer, their carers and families.
- Ability to maintain professional boundaries.
- Positive communication skills by actively listening, conveying consumer's requirements clearly and fluently, displaying appropriate empathy and adapting style accordingly.
- Ability to work within a multi-disciplinary team.
- Basic computer literacy.
- Demonstrate the Metro North 'Values in Action' including respect, teamwork, compassion, high performance, and integrity.

## Mandatory qualifications/professional registration/other requirements

- It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment ([Health Employment Directive No. 01/16](#)):
  - Measles, mumps, rubella (MMR)
  - Varicella (chicken pox)
  - Pertussis (whooping cough)
  - Hepatitis B
  - Tuberculosis
- It is a condition of employment for this role for the employee to be, and remain, vaccinated against COVID-19 ([Health Employment Directive No. 12/21](#) and [Queensland Health Human Resources Policy B70](#)).

## Role Information

<b>SALARY:</b>	AO3
<b>HOURS:</b>	Casual Shifts (in accordance with agreed roster)
<b>CLOSING DATE:</b>	Midnight, Sunday 18 <sup>th</sup> June 2023
<b>ENQUIRIES:</b>	Alana Gill – Team Leader, Lived Experience (Peer) Workforce Phone: 3114 0800

## Application

Please provide the following to [alana.gill@health.qld.gov.au](mailto:alana.gill@health.qld.gov.au)

- A short statement (maximum 1 page) on how your experience, abilities, knowledge, and personal qualities would enable you to undertake this role according to the key account abilities above
- Your current CV or resume, including referees
- Approval must be sought prior to nominating a person as a referee.