

Advancing health for everyone, every day.

Could this be you?

Join the Royal Melbourne Hospital team



Carer Peer Support Worker Neuropsychiatry /Older Adults

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THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

People are at the heart of everything

understand how we can make the

most positive difference for them.

we do. We take the time to

At the RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it the Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



Lead with Kindness

unique.



Our care and compassion sets
us apart. We lead the way with
a respectful, inclusive spirit —
embracing the things that make us all

Excellence Together



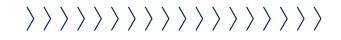
True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

- 1. Be a great place to work and a great place to receive care
- 2. Grow our Home First approach
- Realise the potential of the Melbourne Biomedical Precinct
- 4. Become a digital health service
- Strive for sustainability





Position Description

Position Title: Carer Peer Support Worker – Neuropsychiatry /Older Persons

Service: Royal Melbourne Hospital Mental Health Services

Location: The Royal Melbourne Hospital

Reports To: Deputy Director

Enterprise Agreement: Victorian Public Mental Health Services Enterprise Agreement

2020-2024

Classification: MP35

Employment Status: Part-Time

Immunisation Risk Category: Category C

Date of Review: Click to enter date

POSITION SUMMARY

The purpose of the Carer Peer Support Worker (CPSW) role is to provide carer peer support to carers and family members of an individual who is currently accessing the Royal Melbourne Hospital Mental Health Services, specifically within the inpatient Neuropsychiatry unit as well as the Older Adults Program.

For the purpose of this document, 'carer' refers to anyone who provides care/support to another person with whom they are in a personal caring relationship with (including people under 18 years and over 65 years). This can include family members, chosen family, partners or friends.

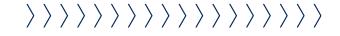
Carer Lived Experience work is underpinned by a number of principles including respect, accountability, advocacy, collaboration, connection, mutuality, compassion, diversity, flexibility and curiosity.

Carer Peer Support (CPS) aims to provide a meaningful, empathetic and mutual connection that is supportive, safe and accessible, and nurtured by wisdom gained through sharing experiences.

The objective of the CPS role is to provide carers with a variety of support including emotional support and help to identifying their information and support needs. This can be done through one to one peer support with any carer within the service through face to face, telephone or video call meetings.

The role is informed by the worker's own 'lived experience' of caring for someone with mental ill-health who has accessed public mental health services and is governed by carer peer support principles. The CPSW will work closely with other lived experience workers and the clinical staff from





the Neuropsychiatry Inpatient Unit and the Older Adults Program.

The Carer Support worker role is part of and supported by the Carer Lived Experience team which aims to support the recognition, inclusion, participation and needs of carers, families, and supporters of the service. The team does this at an individual level through Carer Peer support, advocacy, and carer groups, and on a broader systemic level in ensuring the carer lived experience perspective is included at all levels of service development, delivery, and staff training.

The Carer Lived Experience team currently includes Director and Deputy Director, Carer Consultants, Carer Le Educator, Carer Group Co-ordinator and Carer Peer Support Workers, each with a personal experience of supporting someone with who has accessed adult public mental health services.

This role will be working in close collaboration with the Carer Lived Experience team as well as staff in Neuropsychiatry and Older Adults program.

Neuropsychiatry at the Royal Melbourne

As a state-wide, specialist mental health service, we have been offering neuropsychiatric assessment and advice to psychiatric, neurological and other medical and mental health services for over 50 years.

We employ a multidisciplinary approach, with our team having a high level of expertise and knowledge across the disciplines of neuropsychiatry, neuropsychology, neurology, occupational therapy, speech pathology, social work and specialist mental health and general nursing; working in partnership to provide patients and their families with the comprehensive assessment and management advice they deserve.

Today, Neuropsychiatry is recognised as a premier specialist service both nationally and internationally, not only providing outstanding care and treatment, but improving the outcomes for all through a comprehensive research program, and the training of our future workforce.

Older Adults Program

The RMH - MHS Older Adults program is a multidisciplinary mental health team who partner with consumers and their carers to deliver evidence-based treatment of people living with a mental illness. Consumer live in the City of Moonee Valley and the City of Melbourne. And are 65 years or older. The team is made of a manager, Psychiatrists, Psychiatry Registrars, nurses, social workers and Occupational Therapists and a psychology delivery discipline specific treatment outcomes. Referrals are made by GPs, families/carers, RACFs and people can refer themselves. Once a referral is accepted, a team consisting of a Key Clinician, Registrar and Psychiatrist is allocated who will be responsible for the care of the consumer and partner with the carer during their stay with the Older Adult person.





- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.

- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.

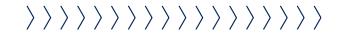
KEY ACCOUNTABILITIES POSITION SPECIFIC

The position requires a clear and readily articulated understanding of the carer lived experience perspective.

The role of the CPSW is to utilise the principles of peer support and other underpinning frameworks in order to:

- Assist carers to identify their support needs and focus on their own well-being.
- Provide support and information to family/carers in an accessible and timely manner, dealing with challenging situations, rights, responsibilities and supporting recovery.
- Share skills and learnings as appropriate, in a way that brings hope, supports and empowers carers to move forward in their lives.
- Facilitate linkages both within the services and in the wider community to appropriate supports and services.
- Assist carers and other support people to engage in problem solving and gain confidence in selfadvocacy.
- Support carers to access credible information /linkages so that they can support the person they
 are supporting to make well informed decisions in relation their treatment and recovery.
- Contribute to the maintenance of information about the community services and resources relevant to carers.
- Work collaboratively with all staff
- Demonstrate sensitivity to diversity issues (cultural, gender, age, sexuality, etc.)
- Organising and managing the flow of carer peer support work.
- Preparedness to work flexible hours, including weekend and outside business hours.
- Preparedness to work across multiple work sites





KEY RELATIONSHIPS

Internal

- Director / Deputy Director of Carer Lived Experience
- Carer Lived Experience Educator
- Carer Consultants
- Team Leader and Manager
- Carer Group Co-ordinator
- Carer Lived Experience Peer Workers
- Multidisciplinary Team
- Administration staff
- Consumers and family / carers

External

- · Local community supports.
- Carer peak body Tandem (representing Victorian Mental Health Carers)
- Carers Victoria
- Carer Lived Experience Workforce (CLEW)

KEY SELECTION CRITERIA

Essential:

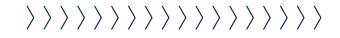
A CPSW provides direct carer services to carers/family drawing on their own 'lived experience" of caring for someone with a neuropsychiatric diagnosis and /or supporting a person with mental illness who is over 65 years of age

- Have significant personal lived experience as a carer (2 years or more) of someone who has
 accessed public mental health services. For example, has supported a person with a relevant
 diagnosis such as Huntington's disease, Parkinson's disease or dementia including younger onset
 dementia, or supported someone with mental illness who is over 65 years of age.
- Caring for a person with mental illness through periods of crisis.
- Practical knowledge and understanding of issues facing people with a neuropsychiatric diagnosis
 and their carers, and / or understanding of the experience mental illness and its impacts on ageing.
- Ability and resilience to support carers experiencing high levels of stress
- An ability to use knowledge and skills arising from lived experience of being a carer.
- An empathetic and compassionate approach.
- An ability to work from a strengths-based framework.
- Understanding of issues faced by families and carers who are supporting someone with mental ill
 health, including culturally diverse communities and chosen families.
- An ability to work independently in an organised manner and have strong commitment to teamwork.
- Effective self-care and stress management skills

Desirable:

- Experience in a carer peer support or other carer lived experience role.
- An understanding of mental health carer lived experience perspectives and peer support principles.





- Well-developed communication and interpersonal skills, including the ability to consult, liaise and work collaboratively with carers, consumers, and multi-disciplinary teams.
- An understanding of Victorian mental health service systems if delivery and issues, including clinical and community systems (e.g., MHCSS).
- Computer literacy and proficiency in a wide range of software.
- Problem solving and conflict resolution skills.
- Aboriginal and Torres Strait Islanders are highly encouraged to apply Experience in working with ACCHO and Aboriginal Communities and Families

KEY PERFORMANCE INDICATORS

RMH employees are measured through your successful:

- Demonstration of RMH values
- Achievement of portfolio specific KPI targets
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements
- Completion of mandatory training activities including training related to the National Standards.

AT THE RMH WE:

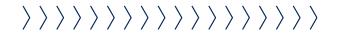
- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all
 employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Effective, Person-centred Care (STEP) in line with our clinical governance framework.
- Are an equal opportunity employer, committed to providing a work environment free of harassment and discrimination. We promote diversity and inclusion in the workplace.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

ACCEPTANCE

| l acknowledge and accept that this position description represents the duties, responsibilities and |
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| accountabilities that are expected of me in my employment in the position. I understand that the RMH reserves |
| the right to modify position descriptions as required, however I will be consulted when this occurs. |
| |
| |
| |
| Employee Signature |

Employee Name (please print)







/

Date





Community Core and Specific Evidence-Based Practice

| Psychological Interventions | Family, Carers and Supporters Work | Health & Wellbeing | Activity, Participation & Employment | Lived Experiences | Overcoming Hurdles |
|---|---|---|--|--|--|
| Early Warning Signs & RWP discussion | Initial Conversation with Family/Carer | Physical health screening | Initial Conversation about activity, participation and | Initial Conversation about | LSI-R:SV |
| | | | vocation | consumer peer support | SUBA |
| CBT Fundamentals | Family/Carer Fundamentals | Physical health conversations | APQ6 | Initial Conversation about family, carer and supporters peer support | AOD Harm Minimisation |
| CBT for Psychosis | | | Driving Screen | | AOD Relapse Prevention |
| | Family Violence Screen | Physical health assessment | Sensory Approaches | \ | Specialist Supportive Clinical Management for Eating Disorders |
| | <u> </u> | Metabolic monitoring | Activity Engagement Therapeutic Activity Groups | PeerZone | V |
| Acceptance & | Single Session Family Consultation | Medication safety, education & advocacy | | Consumer led inpatient groups | Forensic Risk Management Planning |
| Commitment Therapy (ACT) | Multiple Family Group | <u> </u> | | Consumer Peer Support- | Forensic Risk Reduction Treatment |
| Therapies for Borderline Personality Disorder | Family Therapy | Equally Well Physical Health Program | Vocation and Employment Support | led Community Groups | AOD Motivational interviewing |
| CBT for co-morbid Anxiety & Depression | ramity Therapy | Medication Alliance | Sensory Assessment & Interventions | Individual Consumer Peer Support | Refer to Detox |
| | FaPMI Programs | | | Family Peer Support-led Groups | roups Autism Consultation and |
| Be Well Live Well - Early Warning Signs Relapse Prevention Program | Family Violence Assessment (MARAM) | QUIT Program | Driving Assessment | Individual Family, Carer & Supporters Peer Support | Evaluation Services (ACES) |