

# Role Description

## Senior Peer Coordinator

|                             |   |                         |   |
|-----------------------------|---|-------------------------|---|
| <b>Job ad reference:</b>    | MH576104  |                         |   |
| <b>Location*:</b>           | Chermside   | <b>Unit/Department:</b> | Crisis Stabilisation Facility,<br>The Prince Charles Hospital,<br>Metro North Mental Health |
| <b>Status:</b>              | Permanent full time   | <b>Classification:</b>  | AO5   |
| <b>Salary Range:</b>        | \$102,492 - \$111,516 per annum<br>(plus superannuation and leave loading benefits) | <b>Closing Date:</b>    | Wednesday, 17 July 2024   |
| <b>Contact name:</b>        | Andy Trafford   | <b>Contact number:</b>  | (07) 3139 7267  |
| <b>Online applications:</b> | <a href="http://www.smartjobs.qld.gov.au">www.smartjobs.qld.gov.au</a>              |                         |   |

\* Please note: there may be a requirement to work at other facilities located across Metro North Health.

\*\*Future recurring vacancies may also be filled through this recruitment process at any location across Metro North Health.

\*\*\*Applications from third parties will not be accepted.

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).

### Purpose of the role

- The Senior Peer Coordinator will work to facilitate the delivery, development and planning of support services to people presenting in mental health crisis and/or their families and carers within the Crisis Stabilisation Facility (CSF).
- The Senior Peer Coordinator will promote and provide guidance to the development and ongoing management of lived experience participation and provide systems advocacy within the scope of the CSF.
- The Senior Peer Coordinator will work alongside the CSF Nurse Unit Manager (NUM) to provide professional lived experience leadership in relation to the CSF peer workforce and to those people presenting in mental health crisis, their families and carers.

### Context and Delegations

- This role reports operationally to the TPCH CSF Nurse Unit Manager (NUM)
- This role has a professional reporting line to Lived Experience (Peer) Workforce Team Leader.
- This role will work directly with and provide professional lived experience leadership to the Advanced Peer Workers (AO4) and Peer Workers (AO3).
- This role will work collaboratively with the TPCH CSF multidisciplinary team.
- This role had no financial or HR delegations.

### Key Accountabilities

This successful applicant will carry out the following key accountabilities in accordance with the Metro North Health's values:

- Fulfil the accountabilities of this position in accordance with Metro North's core vision and values as outlined above.
- Serve as a positive role model to the CSF peer workforce, staff, people presenting in mental health crisis, their families and carers.

- Use their own lived experience professionally and as a source of information on their personal experience of managing their mental health.
- Effectively communicate with consumers, families, carers, professional groups, and all service providers to assist in planning, delivering and evaluating the CSF from a lived experience perspective.
- Identify areas for improvement to service, policy and procedures, and be involved in Mental Health Service policy and procedure development, ensuring lived experience, family and carer requirements are addressed and prioritised through providing information from the lived experience perspective.
- Participate in professional supervision and performance appraisal and development processes.
- Participate in the recruitment and selection of the CSF peer workforce and CSF mental health professionals as required.
- Utilising experience, skills and knowledge in mental health lived experience education: support education and training, provide a responsive framework of education and support initiatives and programs which meet the needs of people presenting in mental health crisis, their families and carers.
- Deliver training and support to staff within the Mental Health Service and other stakeholders in relation to lived experience, family and carer support, strategies and initiatives, and information regarding National Mental Health Standards and State policies regarding lived experience perspectives.
- Ensure people presenting in crisis, their families, carers and other staff are treated fairly and with mutual respect and understanding, regardless of cultural, religious, ethnic and linguistic background.
- Actively promote person focused recovery model of care with persons presenting in mental health crisis, families, carers, and community as partners of care.
- Communicate the broad views of people presenting in mental health crisis to mental health services and other relevant services.
- Enable lived experience perspectives to be included in all aspects of planning, service delivery and evaluation.
- Assisting the mental health service in its aim to provide a person-centred and person-focused service.
- Develop and maintain effective relationships and network with lived experience groups and community organisations that provide support services.
- Develop and maintain effective lived experience participation in mental health service planning and delivery through a range of activities and forums.
- Utilise well developed communication, consultation and conflict resolution skills to work collaboratively across multidisciplinary teams, other government and community based agencies.
- Network and consult with relevant National and State peak bodies, consumer organisations and consumer advisory groups that inform strategic planning and maintain current knowledge of lived experience participation (as required).
- Provide general feedback and advice to the CSF multidisciplinary team regarding lived experience and peer workforce participation, education, support and related issues.
- Actively participate in professional supervision, performance appraisal and development processes.
- Apply thoughtful and ethical decisions to act within operational and professional boundaries.
- Adhere to the timely and accurate input and collection of consumer related information and provision of service activity into appropriate applications.
- Day to day professional leadership of the Short Stay Pathway (SSP) Peer Workers and Crisis Stabilisation Unit (CSU) Advanced Peer Workers (as required).
- Provide professional supervision to SSP Peer Workers and CSU Advanced Peer Workers.
- 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.
- To possess knowledge of, or have the ability to acquire knowledge of, principles of patient-centred care, recovery-focused care and trauma-informed care.

Staff are expected to possess knowledge of, or have the ability to acquire knowledge of, relevant applications including:

- Electronic clinical systems e.g. Consumer Integrated Mental Health and Addictions Application (CIMHA), Wardview, Hospital Base Client Information System (HBCIS), Emergency Department Information System (EDIS) as relevant
- Electronic education and training systems e.g. Talent Management System (TMS)
- Electronic incident reporting and consumer feedback systems e.g. Riskman
- Electronic operational management systems e.g. Panorama Necto
- Electronic payroll and rostering systems e.g. Workbrain, My HR
- Electronic recruitment management systems e.g. Springboard
- Electronic financial billing systems e.g. Practix

## About Metro North Health

Delivering outstanding health services is just one of the ways that we care for our community. Our passion for people is reflected in the way we do our work and live our values every day. We value and nurture our team members so they can provide quality value based care to our patients across our diverse organisation. Our focus on Value Based Healthcare means we expect our staff to deliver the care the patient needs, no more and no less, to achieve the best quality of life for our community. This passion fuels our collaborative culture of innovation and research.

We embrace the diversity of local and greater communities as we provide services to people throughout Queensland, northern New South Wales and the Northern Territory, in all major health specialities including medicine, surgery, mental health, cancer care, trauma, women's and newborn care, and more than 30 sub-specialities. Metro North Health services include rural, regional and tertiary hospitals, and community and oral health services.

Our diverse Health Service provides a wide variety of rewarding career paths across our tertiary/quaternary referral hospitals, secondary hospitals, community health centres, residential and extended care facilities and regional community hospitals. We expect our staff and volunteers to translate our values into action through providing high quality connected care that is relevant, efficient and respectful of our patients' needs and wishes. Our people are passionate about our community and patients, with a focus on putting people first. Come and work where people are at the centre of everything we do and your contribution is truly valued.

## Health Equity and Racism



Metro North Health has set out its actions and agreed key performance measures to improve Aboriginal and Torres Strait Islander people's health and wellbeing outcomes.

Racism is a key structural determinant of Aboriginal and Torres Strait Islander people's health inequity. Racism is not always conscious, explicit, or readily visible - often it is systemic. Systemic or institutional racism are forms of racism that are widely and deeply embedded in systems, laws, written or unwritten policies and well-established practices and beliefs that produce, condone, and perpetuate widespread unfair treatment, causing and/or contributing to inherited disadvantage.



It is expected that all Metro North Health staff, including the incumbent of this role as a valuable member of the Metro North workforce, contribute to the health equity agenda and meet the intent of supporting the defined six actions that specifically meet the needs of Aboriginal and Torres Strait Islander people within the National Safety and Quality Health Service Standards (NSQHS), by actively supporting the elimination of racial discrimination and institutional racism; supporting increased access to health care; influencing the social, cultural and economic determinants of health; supporting the delivery of sustainable, culturally safe and responsive health services; and recognise the importance of working with Aboriginal and Torres Strait Islander peoples, communities and organisations to design, deliver, monitor and review the health and support services we provide.

Please visit our website for additional information about Metro North Health. <http://metronorth.health.qld.gov.au/>

## Our Vision

Excellent healthcare, working together, strong and healthy communities.

## Metro North Health Values and their corresponding Lominger™ competencies:

|   |    |    |   |    |
|--|---|---|---|---|
| Respect  | Teamwork  | Compassion  | High performance  | Integrity   |
| <ul style="list-style-type: none"> <li>• Interpersonal savvy</li> <li>• Manages conflict</li> <li>• Communicates effectively</li> <li>• Balances stakeholders</li> </ul> | <ul style="list-style-type: none"> <li>• Collaborates</li> <li>• Develops talent</li> <li>• Values differences</li> <li>• Builds effective teams</li> </ul> | <ul style="list-style-type: none"> <li>• Customer / patient focus</li> <li>• Demonstrates self-awareness</li> <li>• Manages ambiguity</li> <li>• Being resilient</li> </ul> | <ul style="list-style-type: none"> <li>• Cultivates innovation</li> <li>• Action oriented</li> <li>• Drives results</li> <li>• Drives vision and purpose</li> </ul> | <ul style="list-style-type: none"> <li>• Decision quality</li> <li>• Ensures accountability</li> <li>• Courage</li> <li>• Manages complexity</li> </ul> |

### How you will be assessed

How we do things is as important as what we do therefore you will be assessed on your ability to demonstrate the following key technical and behavioural capabilities, knowledge and experience. Within the context of the responsibilities described above under Key Accountabilities, the ideal applicant will be someone who can demonstrate the following:

Within the context of the purpose of this role and key accountabilities described above, the ideal applicant will be someone who can demonstrate the following:

- High degree of ability to share lived experience, model recovery principles and deliver a strengths-based approach to working with people presenting in mental health crisis, their families and carers; supporting them to understand their own recovery.
- Demonstrated high level of communication skills and ability to work as part of a multidisciplinary team.
- Demonstrated ability to professionally lead and supervise staff.
- Demonstrated ability to drive high quality care and customer service within a mental health service.
- Demonstrated ability to maintain professional boundaries.
- Demonstrated ability to role model positive and ethical behaviour.
- Demonstrated ability to develop, implement and evaluate education programs for staff.
- Demonstrated ability to develop, implement and evaluate wellbeing and recovery programs for people presenting in mental health crisis, their families and carers.
- High degree of computer literacy.
- Demonstrated ability to advocate for people presenting in mental health crisis, their families and carers. .

You will be assessed on your ability to demonstrate the following values within the context of the “Key Accountabilities”. The ideal applicant will be able to demonstrate the following:

- **Respect** – demonstrates interpersonal savvy, manages conflict appropriately, communicates effectively and balances the needs of all stakeholders with utmost respect to all people at all.
- **Teamwork** – collaborates effectively, develops talent, values differences and builds effective teams to bring about best use of resources to deliver healthcare services.
- **Compassion** – is patient / client focussed, demonstrates self-awareness and the effects of behaviour on others, deals with or manages ambiguity and complexity, demonstrates resilience in the delivery of patient services or support in the delivery of services to patients.
- **High Performance** – cultivates innovation, is action oriented, drives results and supports Metro North Health’s vision and purpose to exceed expectations of our patients and stakeholders.
- **Integrity** – demonstrates sound decision quality, ensures accountability, demonstrates courage in the face of adversity and works effectively / manages complexity to ensure work output and decisions are ethical and invariably of a high standard.

## Mandatory qualifications/professional registration/other requirements

- Whilst not mandatory, clinical experience and/or professional registration or membership with an appropriate authority will be well regarded.
- **Disclosure of Serious Disciplinary History:** Under the [Public Sector Act 2022](#), applicants are required to disclose any previous serious disciplinary action taken against them.
- A mandatory requirement for this position is obtaining a current **Blue Card (working with children) certification**.
- 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
- Under s25 of the Anti-Discrimination Act 1991, there is a genuine occupational requirement for the incumbent to be a person with lived experience as a person with mental ill-health, service use and recovery (identifies as a mental health consumer).
- A personal lived experience with mental illness and recovery and the ability to advocate for and support people experiencing a mental health crisis, their families and carers..
- A person with mental illness who is a previous service user of mental health services and a person with mental illness who is a mental health consumer (public or private).

## Highly desirable requirements for the role include:

- Applicants hold or are working towards a Certificate IV in Mental Health Peer Work or equivalent.
- Experience working within a public mental health service or the NGO sector.
- This position will be required to work all shifts in accordance with their agreed roster.
- This position may be required to travel and work across all Metro North Mental Health services which includes Royal Brisbane and Women's Hospital, The Prince Charles Hospital, Caboolture and Redcliffe Hospitals and various mental health community sites.
- The incumbent may be required to operate a motor vehicle; therefore proof of a current 'C' class licence must be provided.

## How to apply

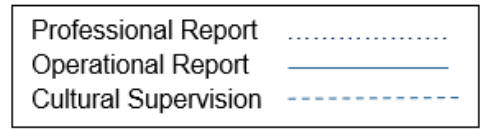
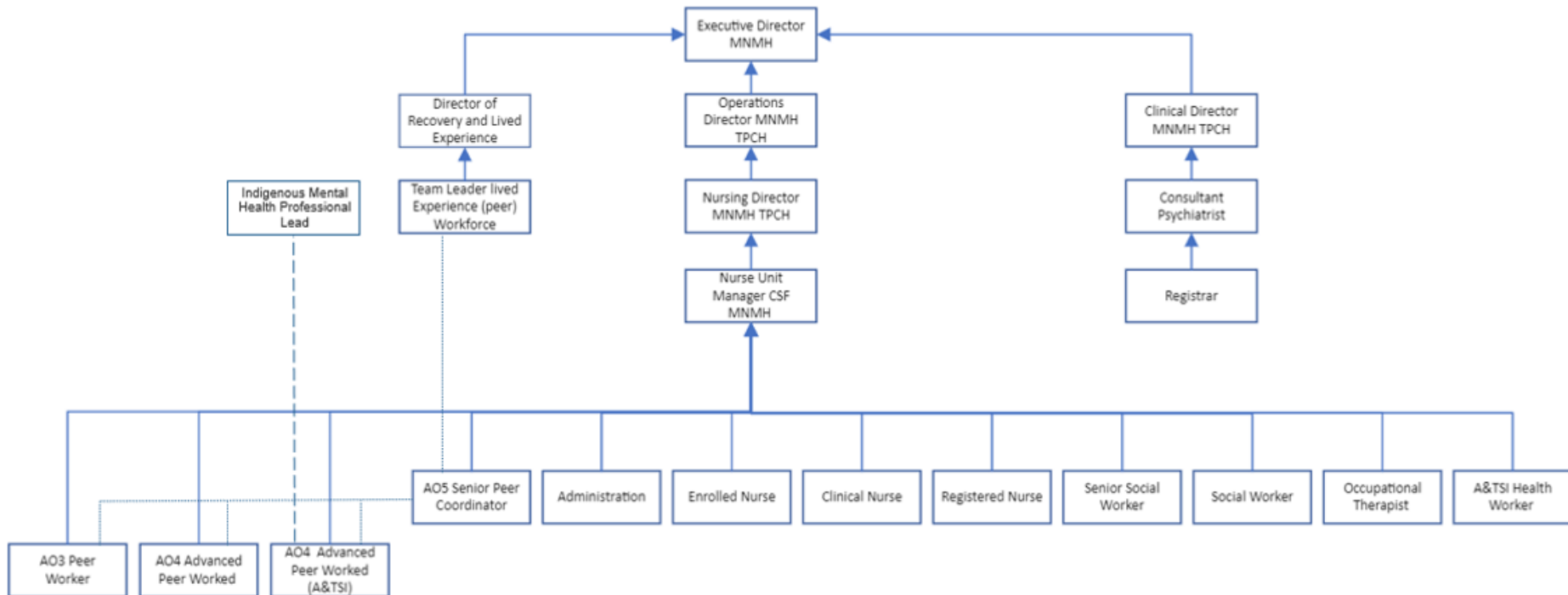
Please provide the following information to the panel to assess your suitability:

1. **A short statement (maximum 2 pages)** - Formulate your response to the dot points listed under "*How you will be Assessed*" within the context of the "*Key Accountabilities*"  
**And**
2. **Your current CV or Resume, including referees.** You must seek approval prior to nominating a person as a referee. Referees should have thorough knowledge of your work performance and conduct, and it is preferable to include your current/immediate past supervisor. By providing the names and contact details of your referee/s you consent for these people to be contacted by the selection panel. If you do not wish for a referee to be contacted, please indicate this on your CV or Resume.

## Instructions on how to apply

- Submit your application online at [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au) by the closing date.
- Please note that hand delivered applications will not be accepted.
- Only those persons eligible to work in Australia may be employed by Metro North Health. Prospective employees are required to provide proof of identity and documentary evidence of their right to work in Australia.
- Late applications cannot be submitted online. For a late application to be considered, please arrange approval and submission via the contact officer.

## Crisis Stabilisation Facility Organisational Structure



### Diversity and Inclusion

We are committed to providing a diverse and inclusive workplace for our people and our community. We encourage people of all genders, races, ages and abilities to apply for roles within Metro North Health and strive to ensure that our workplace is free from all forms of discrimination and harassment.

As an Equal Employment Opportunity (EEO) employer we ensure that our selection processes and employment decisions are undertaken in a non-discriminatory way and are consistent with the requirements of the Anti-Discrimination Act 1991. If there are any reasons that you may have challenges with the recruitment process, please let us know when we contact you.

### Work Health and Safety

We are committed to *Putting People First* to provide better healthcare. This commitment includes a dedicated *People Focussed Safety* culture.

This culture commits to the health, safety and wellbeing of staff, volunteers and other persons, through the provision of a dynamic and comprehensive Health and Safety Management System (HSMS). The HSMS provides for proactive safety initiatives, early injury management practices with a strong focus on a safe and durable return to work.

The provision of a Health and Safety environment within Metro North Health is everyone's responsibility.

### Safety and Quality

Relevant to the position, staff participate in the ongoing education, implementation, monitoring and evaluation of safety and quality initiatives relevant to The National Safety and Quality Health Services Standards 2<sup>nd</sup> Edition and the Australian Council on Healthcare Standards (ACHS).

### Vaccine Preventable Diseases (VPD) Requirements ([Health Employment Directive No. 01/16](#))

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:

- Measles
- Mumps
- Rubella
- Varicella (chicken pox)
- Pertussis (whooping cough)
- Hepatitis B

Further vaccinations may be required due to particular risks for a role; examples include:

- Hepatitis A – Workers in regular contact with untreated sewerage
- Q Fever – Research or Laboratory staff regularly handling specimens

All new employees who will be working in clinical areas must be assessed for their risk of tuberculosis and screening undertaken if required.

Existing staff that are engaged prior to 1 July 2016 are **not subject** to this condition of employment unless they apply for a role with VPD requirements that is with a different Queensland Health entity (i.e. one Health Service to another Health Service, Department of Health (DoH) to a Health Service, or Health Service to DoH).



## Additional Information

- Applications will remain current for 12 months or for the duration of the vacancy.
- Future vacancies of a temporary, full time and part time nature may also be filled through this recruitment process.
- Health Care Workers in Queensland Health whose occupation poses a potential risk of exposure to blood or body fluids must be immunised against Hepatitis B according to the National Health and Medical Research Council Australian Immunisation Handbook and the Queensland Health Infection Control Guidelines.
- Pre-employment screening, including criminal history and discipline history checks, will be undertaken on persons recommended for employment. Roles providing health, counselling and support services mainly to children will require a Blue Card, unless otherwise exempt. Roles providing services to National Disability Insurance Scheme (NDIS) participants require an NDIS worker screening check.
- Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role.
- Applicants will be required to give a statement of their employment as a lobbyist within one (1) month of taking up the appointment. Details are available at:  
[https://www.forgov.qld.gov.au/\\_data/assets/pdf\\_file/0033/185919/lobbyist-disclosure-policy\\_0.pdf](https://www.forgov.qld.gov.au/_data/assets/pdf_file/0033/185919/lobbyist-disclosure-policy_0.pdf)
- Employees who are appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment. For further information, refer to Probation HR Policy B2  
<https://www.health.qld.gov.au/system-governance/policies-standards/doh-policy/policy/qh-pol-197.pdf>
- All relevant health professionals, who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.



# Metro North Health Executive Structure

