

Position Description

Position Title	Senior Family Peer Support Worker and Family Peer Support Worker -Discipline Senior		
Department/Division	Mental Health/ Medicine		
Classification	Peer Worker Level 3 (0.6 FTE Senior Family Peer Support Worker) AO7 Grade 1 (0.2 FTE Discipline Senior role)	Employment Status	Both fractions are ongoing
Position reports to	Team Coordinator of either the South-West, Mid-West and Travancore Community Teams		
No. of direct and indirect reports	N/A		
Location	The Royal Children's Hospital sites of Travancore, Sunshine and Hoppers Crossing (preferences for locations can be negotiated)		

The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is to be a great children's hospital – delivering Great Care, Everywhere.

RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.

RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <https://www.rch.org.au/quality/child-safety/>.

RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.

Further information on RCH is available at www.rch.org.au

ROLE CONTEXT

RCH Mental Health is a Level 5 tertiary Infant, Child and Family Area Mental Health and Wellbeing Service and comprises community and hospital-based services. This includes an Intake and Assessment Team based at Parkville and three multidisciplinary community-based teams located at Travancore, St Albans and Hoppers Crossing. The Community teams are led by a partnership between a Team Coordinator and a Consultant Psychiatrist, with the Team Coordinator responsible for the operational functioning of the team, and the Consultant Psychiatrist accountable for driving high quality clinical care across the Team.

RCH Mental Health is currently undergoing an exciting transformation and expansion as we implement the recommendations from the Royal Commission into Victoria's Mental Health System. The transformation will allow the RCH Mental Health Service to help more infants and children and their families and implement contemporary models of care that best meet the needs of the families we serve and support them to use their collective strengths for recovery and hope.

ROLE PURPOSE

Please note: This is a designated lived experience role and is only open to people who have a lived experience of caring for an infant or child who is or has experienced a mental health challenge (specific disclosure is not required). The successful applicant is expected to utilise their own lived experience and professional expertise in lived experience in the direct service delivery to the families we are supporting.

RCH Mental Health provides treatment, care and support to infants and children with the greatest support needs in the North and West Metropolitan Area of Melbourne, as well as their families. As a result of the Final Report from the Royal Commission into Victoria's Mental Health System, the service is currently undergoing an exciting period of transformation that will enable us to help more infants and children and deliver a best practice, person-centred contemporary model of care.

At the heart of this transformation is valuing the preferences, insights and expertise of people with a living or lived experience of mental health challenges and recovery, as well as families, carers and supporters who have cared for them. People with a lived experience will be valued in our service in leadership, strategy and service planning and delivery roles.

The first tranche of Family Peer Support Workers are a key part of the transformation at our service. Working as valued members of our multi-disciplinary teams, these workers are providing direct service delivery to families receiving treatment, care and support from one of the three teams that are based out in the community.

This is a new ongoing position for a Senior Family Peer Support Worker and Discipline Senior of Family Peer Work. The Senior Family Peer Support Worker will directly help families (0.6 FTE), and also provide the function of Discipline Senior for Family Peer Support Work. In the Discipline Senior role (0.2 FTE), the Senior Family Peer Support Worker successful applicant will lead the development and maturity of a model for family peer support work in the RCH Mental Health Service, assist with recruitment and retention, coordinate and/or provide training and development and provide professional supervision to each of the Family Peer Support workers.

Family Peer Support Workers use their own lived experience and professional expertise to share their skills and learning, increase problem solving capabilities and provide emotional support, information and practical assistance to families in a way that is tailored to meet the needs of each family. Within a relationship of mutuality and information sharing, Family Peer Support Workers promote choice, self-determination and greater opportunities for families to be heard and be active participants in the treatment, care and support provided.

KEY ACCOUNTABILITIES

Lived Experience Sharing

- Provide one to one and group peer support for families, carers and supporters of infants and children using personal mental health experience to model hope and recovery
- Work collaboratively with service leaders and clinicians to promote recovery-oriented practice and sharing personal mental health lived experience where appropriate to ensure care is sensitive and responsive to the needs and views of consumers
- Uphold lived experience work values and principles to build relationships with people accessing services which are recovery, strength, ability and possibility focused

Support for families, carers and supporters

- Attend multidisciplinary team meetings (e.g. handovers, clinical reviews, and discharge planning meetings) to promote recovery-oriented practice and family/carer involvement in decision making

- Engage directly with family members and carers to better understand their needs and complexities and develop trusting and professional relationships whilst maintaining professional boundaries
- Facilitate peer recovery groups and education as required
- Assist family members and carers to access other services to support them in their caring role
- Liaise and consult with external service providers / agencies as required to gather information, provide advice and make connections

Quality improvement

- Contribute regularly to the continuous improvement of the service including through 1:1 and team meetings
- Participate in operational supervision and a peer-led community of practice for lived experience workers across the service

Discipline Senior

- Provide regular discipline specific supervision to all Family Peer Support Workers
- Lead the development and maturity of family peer support work at the RCH Mental Health Service
- Lead recruitment and retention and training and development
- Support the RCH Mental Health Service Executive in ensuring the Lived Experience perspective is embedded in priority setting, formative discussion and decision-making

PRE-REQUISITE

Essential

- Significant previous experience in peer support work with families, preferably in a Child and Adolescent or Child and Youth Mental Health Service
- Certificate IV in Mental Health Peer Work (or other peer work qualifications)
- Demonstrated commitment to lived experience values and principles
- Demonstrated knowledge of Victoria's mental health system

Desirable

- Demonstrated knowledge of the key recommendations for lived experience from the Royal Commission into Victoria's Mental Health System

KEY SELECTION CRITERIA

- Lived experience of caring for an infant or child who is or has experienced a mental health challenge
- Demonstrated significant previous experience as a Family Peer Support Worker, preferably in an Infant, Child and Family Area Mental Health and Wellbeing Service
- Highly-developed oral and written communication skills
- Demonstrated ability to work well in a team environment

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children's Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Unity - We work as a team and in partnership with our communities
- Respect - We respect the rights of all and treat people the way we would like them to treat us
- Integrity - We believe that how we work is as important as the work we do
- Excellence - We are committed to achieving our goals and improving outcomes

Potential employees will be required to undertake a National Criminal Record Check and a Working With Children Check.

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- *We do better work caring for children and families when we also care for each other*
- *I actively promote and celebrate our diverse team*
- *I bring a positive attitude to work – I share, I laugh, I enjoy other’s company*
- *I take responsibility for my behaviour and its impact on others*
- *I am curious and seek out ways to constantly learn and improve*
- *I celebrate the good stuff, the small stuff, the big stuff – it all matters*
- *I speak up when things aren’t right*
- *I value the many different roles it takes to deliver great patient care*
- *I actively listen to others, because I want to make the best decision*

QUALITY, SAFETY AND IMPROVEMENT

RCH Employees are required to:

- Act in accordance and comply with all relevant Safety and Quality policies and procedures
 - Participate in and contribute to quality improvement programs and commit to RCH Values
 - Comply with the Requirements of the National Safety & Quality Health Service Standards
 - Comply with all relevant clinical and/or competency standards
- Comply with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, all members of the LGBTQI community and people with disability.

Position description last updated	April 2022
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