

POSITION DESCRIPTION

NSLHD - Consumer Peer Worker Youth Response Team (HEO)



Organisation	NSW Health
Local Health District / Agency	Northern Sydney Local Health District
Position Classification	Health Educ Off Grad, Health Educ Off Non Grad
State Award	Public Hospital (Professional & Associated Staff) Conditions of Employment (State) Award
Category	Population Health Health Promotion
Website	www.nslhd.health.nsw.gov.au/

PRIMARY PURPOSE

Who we are: We are a health service that touches thousands of lives across the Northern Sydney Local Health District, together as a team of like-minded people. We are passionate, driven and have the skills and knowledge to care for our patients whilst creating the best services possible. Our teams have meaningful, interesting and rewarding work every day. We challenge and nurture each other, sharing our knowledge and experience so that we can deliver better care for everyone. There's a real sense of belonging here because we value and respect our patients, employees, and teams' voices. You'll feel a real privilege being a trusted caregiver in our patients, their families, their carers, and our communities' lives.

MHDA Declaration

Each person's unique journey of recovery will be supported by mental health drug and alcohol services in a way that fosters hope, purpose and resilience.

MHDA Statement of Intention

The intention of the NSLHD MHDA is to provide recovery-oriented, trauma informed services that are guided by evidence based practices and collaboration.

The position will support the implementation and delivery of Mental Health Drug & Alcohol (MHDA) services Towards Zero Suicide Initiatives with a focus on a youth response for 12-17 year olds, within the recovery philosophy. This philosophy requires that services demonstrate hope for recovery, respect lived expertise, support self-determination and promote social inclusion.

Consumer Peer Workers will use their personal experience and work collaboratively with MHDA teams to support people using MHDA services and further connect them to their preferred supports and services. Consumer Peer Workers also have a role in providing education to clinical staff and providing input into systemic issues and changes through policy development, committee activities, projects and research.

The Towards Zero Suicide Services in Northern Sydney Local Health Districts will operate after hours and on weekends. Currently services are provided from the Youth Response Team and Safe Haven sites based at North Ryde, Mona Vale and Brookvale. After hours and weekend work will be required as part of this role.

POSITION DESCRIPTION

NSLHD - Consumer Peer Worker Youth Response Team (HEO)

Consumer Peer Workers will receive appropriate training, supervision and support to carry out their roles.

Equality and diversity are fundamental to our core beliefs and values. MHDA is committed to fostering an inclusive culture and actively promotes equality and diversity. We welcome people from all ethnicities, genders, sexual orientations, socio-economic classes, religions, disabilities and ages in everything we do.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

ESSENTIAL CRITERIA

You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

NSLHD supports [diversity and inclusion](#) and these principles should be applied when interacting with our patients and work colleagues.

KEY ACCOUNTABILITIES

- Providing peer support for young people in their recovery, including modelling recovery-in-action in interactions with young people currently engaged with MHDA services (inpatient and community based); and supporting people to identify their personal goals for recovery.
- Sharing aspects of your personal treatment and recovery story with others to support understanding, respect and learning.
- Facilitating feedback and engagement from young people who use MHDA services to inform organisational decision making, such as through hosting focus groups and forums around particular issues with groups, or conducting individual interviews.
- Participating in developing and delivering education and training to managers, clinicians, people using or who have used MHDA services, families, carers, partner organisations and/or the broader community.
- Working alongside clinicians to strengthen and support the connection and engagement between young

POSITION DESCRIPTION

NSLHD - Consumer Peer Worker Youth Response Team (HEO)

- people currently using MHDA services and the clinicians and managers delivering care.
- Participating in developing and delivering activities for young people using or who have used MHDA services that support social inclusion, rehabilitation and recovery, either individually or in groups.
 - Actively participating in the planning, development, delivery and evaluation of MHDA services, for instance through participation in a research team, a quality improvement initiative, being a member of a committee, or participating in the development or review of policy.
 - Participating in developing written health promotion material for print and social media.
 - Provide peer support to young people both in their own homes with the Youth Response Team and through attendance at Safe Havens at North Ryde and Brookvale Community Health Centre
 - Offer telephone support to young people who are in crisis

KEY CHALLENGES

- Working respectfully and collaboratively in establishing and maintaining relationships with consumers, families and carers and staff
- Supporting people using MHDA services to self-advocate, or if requested to advocate on their behalf to ensure services are appropriate and consider their wants, needs and goals.
- Promoting the rights and responsibilities of people using MHDA services, carers, and the recovery philosophy at all times

KEY RELATIONSHIPS

Who	Why
Consumer Peer workers within MHDA	Supporting other staff in similar roles, trouble shooting and sharing ideas.
Management and Various NSLHD Staff	To report on day to day tasks and any issues, communicate purposes, and to deliver a high quality service.
Consumers, Families, Carers and Visitors	To deliver recovery-oriented and trauma-informed peer support.
Non-government organisations & State and National consumer and mental health organisations.	Keep informed of current trends & participate in any relevant training and keep informed of current initiatives.

SELECTION CRITERIA

1. Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.
2. Hold Certificate IV in Mental Health Peer Work or willingness and commitment to obtain.
3. Past or current personal experience using Mental Health and/or Drug & Alcohol related services with a lived experience of suicidal crisis; and able and willing to utilise aspects of your lived experience to support others individually and/or in groups, in a safe and effective way.
4. Demonstrated knowledge of and commitment to consumer led recovery principles and trauma informed care.
5. Demonstrated ability to build and foster effective working relationships with a diverse range of people,

POSITION DESCRIPTION

NSLHD - Consumer Peer Worker Youth Response Team (HEO)

- including the people using Mental Health /Drug & Alcohol services, clinicians, managers, GPs, private practice clinicians and community members
6. Demonstrated organisational and time management skills.
 7. Effective verbal and written communication skills including competent computer literacy. Using Microsoft Office software and the electronic medical record.
 8. Current NSW Drivers Licence.

DRAFT

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DRAFT

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Job Demands for: NSLHD - Consumer Peer Worker Youth Response Team (HEO)

Physical Demands	
<p>Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Infrequent</p>	<p>Sitting - remaining in a seated position to perform tasks</p> <p>Frequent</p>
<p>Standing - remaining standing without moving about to perform tasks</p> <p>Frequent</p>	<p>Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Frequent</p>
<p>Running - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Infrequent</p>
<p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Infrequent</p>	<p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Infrequent</p>
<p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p> <p>Infrequent</p>	<p>Leg/Foot Movement - use of leg and/or foot to operate machinery</p> <p>Infrequent</p>



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<p>Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps</p> <p>Not Applicable</p>	<p>Lifting/Carrying - light lifting and carrying (0 to 9 kg)</p> <p>Infrequent</p>
<p>Lifting/Carrying - moderate lifting and carrying (10 to 15 kg)</p> <p>Not Applicable</p>	<p>Lifting/Carrying - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p>Reaching - arms fully extended forward or raised above shoulder</p> <p>Infrequent</p>	<p>Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body</p> <p>Infrequent</p>
<p>Head/Neck Postures - holding head in a position other than neutral (facing forward)</p> <p>Not Applicable</p>	<p>Hand and Arm Movements - repetitive movements of hands and arms</p> <p>Infrequent</p>
<p>Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands</p> <p>Infrequent</p>	<p>Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Not Applicable</p>
<p>Driving - Operating any motor powered vehicle</p> <p>Frequent</p>	

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Sensory Demands	
<p>Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Occasional</p>	<p>Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Frequent</p>
<p>Smell - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Not Applicable</p>	<p>Taste - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p>Touch - use of touch is an integral part of work performance</p> <p>Infrequent</p>	

Psychosocial Demands	
<p>Distressed People - e.g. emergency or grief situations</p> <p>Occasional</p>	<p>Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness</p> <p>Occasional</p>
<p>Unpredictable People - e.g. dementia, mental illness, head injuries</p> <p>Frequent</p>	<p>Restraining - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>

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<p>Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Infrequent</p>	
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<p align="center">Environmental Demands</p>	
<p>Dust - exposure to atmospheric dust</p> <p>Not Applicable</p>	<p>Gases - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p>Fumes - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p>Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p>Hazardous Substances - e.g. dry chemicals, glues</p> <p>Not Applicable</p>	<p>Noise - environmental/background noise necessitates people raise their voice to be heard</p> <p>Not Applicable</p>
<p>Inadequate Lighting - risk of trips, falls or eyestrain</p> <p>Not Applicable</p>	<p>Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Infrequent</p>
<p>Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C</p> <p>Not Applicable</p>	<p>Confined Spaces - areas where only one egress (escape route) exists</p> <p>Not Applicable</p>

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<p>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</p> <p>Not Applicable</p>	<p>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</p> <p>Not Applicable</p>
<p>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</p> <p>Not Applicable</p>	<p>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</p> <p>Not Applicable</p>

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