



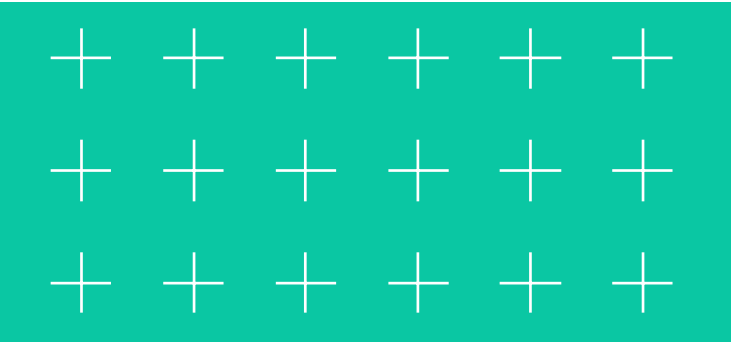
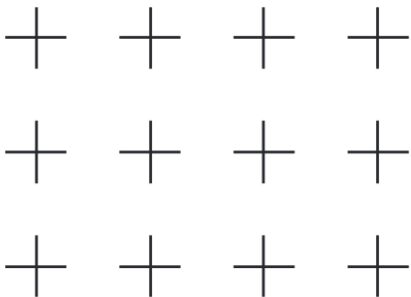
The Royal
Melbourne
Hospital

orygen

Advancing
health
for everyone,
everyday.

Could this be you?

Join The Royal
Melbourne
Hospital Team



Position Description

Family Carer Peer Worker – Orygen @ Home

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

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



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness



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

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**
3. **Realise the potential of the Melbourne Biomedical Precinct**
4. **Become a digital health service**
5. **Strive for sustainability**



Position Description

Position Title:	Family Carer Peer Worker – Orygen @ Home
Service:	Orygen Specialist Program
Location:	Footscray
Reports To:	Nurse Unit Manager - Orygen @ Home
Enterprise Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2020–2024
Classification:	Peer Worker Level 2 (MP32-MP35)
Immunisation Risk Category:	Category A
Date of Review:	January 2024

PROGRAM DESCRIPTION

Orygen Specialist Program (OSP), a program of the Royal Melbourne Hospital, provides specialist mental health services for young people aged 15 to 25 and focuses on providing early intervention to young people with severe and complex mental illness. OSP also works alongside Orygen, the National Centre of Excellence in Youth Mental Health which operates four primary mental health care headspace services in the catchment area.

Victoria's Mental Health Services are undergoing generational system reform to enable better service delivery and outcomes for all Victorians. Youth Mental Health Services are being reformed in this process. OSP is currently under the governance of Royal Melbourne Hospital and will transition in time to Orygen. This transition and unification process will see Orygen become a designated mental health service. In accordance with the Royal Commission recommendations, OSP will begin taking new community-based referrals of 12- to 14-year-olds from November 2023.

Multidisciplinary teams deliver individually tailored services that comprise assessment and crisis intervention, case management, medication, psychotherapy, family support, inpatient care, group work, vocational support, educational assistance, and intensive outreach. Specialist clinical streams offer targeted interventions for psychotic disorders (including young people at ‘ultra-high risk’ of psychosis), mood disorders, and personality disorders; and manage co-morbid substance use disorders, eating disorders, and neurodevelopment disorders. A forensic stream has also now been established providing in custodial and community justice services. Streams are supported by the Psychosocial Recovery program, Community Development program, and Orygen Training Team. Orygen also has a 19-bed Inpatient Unit, 15-bed Orygen @ Home program, Youth Access Team and emerging HOPE and YPARC programs making up the acute and sub-acute care sector. Additional information is available at www.oyh.org.au.

Orygen places extremely high importance on responsivity services for youth in the western and northwestern region of Melbourne. Orygen @ Home, as with all Orygen programs, is to be guided by evidence-based, culturally-safe and trauma informed principles incorporating the diverse needs of all young people and families. This is especially important for those from LGBTQI+, Aboriginal and Torres Strait Islander, and culturally and

linguistically diverse populations. As the care team will be operating within the homes of young people and families/carers, responsive and inclusive practices will be at the forefront of care.

DEPARTMENT DESCRIPTION

Orygen @ Home is an addition to the acute services provided at Orygen. This program will partner with young people families and carers to provide inpatient like care within the home environment. Access to care is provided 24-hours a day, 7-days per week by a multidisciplinary team of professionals completing shift work rosters ensuring comprehensive, collaborative and coordinated care.

The program will play a key role in the support and transition of young people and families between Orygen acute services (Inpatient Unit and Youth Access Team), the continuing care teams and other services within Orygen and NorthWestern Mental Health. Care will be in partnership with ongoing care providers and enable opportunities for targeted acute care interventions that can be completed within the home environment.

Modelling of the catchment is underway that will contribute to the future geographical locations of Orygen @ Home, and the current location is Footscray. Ongoing commitment to improve service accessibility has seen the development of new sites, including the Sunshine Service, based within the Youth Hub and co-located with headspace Centres, as well as satellite clinics in Wyndham and Melton. As these sites develop, staff may be based at different sites dependent on the specific requirements of the position.

POSITION SUMMARY

The Family Carer Peer Worker will support the provision of comprehensive clinical acute mental health care to young people and families/carers of the Orygen @ Home program. The Family Carer Peer Worker will offer empathetic listening, provide support and information, befriending and peer support drawing on their own experience of supporting their own children, young adult family members and significant others experiencing mental ill health.

The purpose of the role is to provide acute mental health peer support to families/carers of young people receiving hospital-like care in the comfort of their own home, or other suitable locations. Family Carer Peer Worker will work closely with medical, clinical and lived experience staff, including Peer Workers, to provide peer-to-peer supports, including individual and family direct work; advocacy; referral and linkages.

The Family Carer Peer Worker will provide a carer lived experience perspective in the multidisciplinary team. As well as discipline specific tasks, the role will also be required to participate in other generalist tasks aligned with carer perspective work to ensure comprehensive and safe consumer and family/carers-oriented care is provided in the home environment.

In addition to direct service provision, the Family Carer Peer Worker will have the opportunity to participate in service development activities relevant to their role, and not significantly impacting on the core duties.

KEY ACCOUNTABILITIES

- Provide lived experience specific values and perspective within the multidisciplinary team.
- Engage and support individual young people to explore their recovery goals, discuss group programs, and problem-solve barriers to participating using principles of Intentional Peer Support and promote recovery.
- Oversee and support the implementation of Family Carer Peer Work specific interventions within Orygen @ Home and providing consultation support to other members of the Orygen @ Home team supporting the interventions.
- Participate in recruitment and selection of new Orygen @ Home staff.
- Participate in staff training and education, relevant to Family Carer Peer Work.
- Support with the orientation, training and supervision of other Family Carer Peer Workers in the program and across OSP.
- Participation in committees where Family/Carer Peer Worker perspective is required.
- Support with recruitment and selection of new staff, where possible.

- Develop and deliver group sessions in collaboration with multidisciplinary team.
- Be a knowledge resource for the Family Carer Peer Work specialty and build the role of Family Carer Peer Work within the Orygen @Home team and across OSP.
- Maintain contact with group participants between group sessions, to support continued engagement
- Work with participants and multidisciplinary team to evaluate groups
- Participate in and develop functional recovery and life skills activities and relationship building activities.
- Ensure service provision is guided by evidence-based, culturally-safe and trauma-informed principles incorporating the diverse needs of all young people and families. This is especially important for those from LGBTQI+, Aboriginal and Torres Strait Islander, and culturally and linguistically diverse populations.
- Ensure high standards of care that are congruent with OSP aims – client-focused, youth-friendly, family-inclusive, accessible, responsive, and consistent with best practice.
- Work in your scope of practice and seek help where required.
- Work collaboratively with colleagues across all OSP, RMH and Orygen teams.
- Contribute to a culture of caring, teamwork, continuous improvement, constructive performance review, quality work standards and client service.
- The incumbent may be required to perform other duties in line with lived experience perspective work as directed.
- Support with orientation, training and supervision of other peer workers, where possible.
- Providing support and professional development around areas of specialist knowledge to members of relevant clinical teams, via training, supervision and other appropriate strategies.
- Participation in clinical review meetings to provide a lived experience perspective
- Establish and maintain effective interfaces and partnerships with key agencies and community groups through consultation, liaison, education and collaborative projects: including Drug and Alcohol services, Youth Justice and primary care providers, etc.
- Participate in other generalist tasks aligned with consumer perspective work to ensure comprehensive and safe consumer and family-/carer-oriented care is provided in the home environment.
- Participate in committees where a peer worker perspective is required
- Participate in ongoing service improvement initiatives and activities.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area
- Take reasonable care for your safety and wellbeing and that of others.
- Speak up for safety, our values and wellbeing.

KEY RELATIONSHIPS

Internal

- Nurse Unit Manager – Orygen @ Home
- Orygen @ Home Team Leaders
- Senior Family Carer Consultant and other Family Carer Lived Experience staff
- Sub-programs, including Early Psychosis, MOOD, HYPE, Eating Disorders, Neurodevelopmental Disorders and Addictions/Dual Diagnosis Clinical Streams; Community Development; Psychosocial program; Youth Access Team; Inpatient Unit; HOPE; and FYMHS.

External

- Key Agencies that support families/carers, e.g. Carers Vic
- Community Groups
- Drug and Alcohol Services
- Education Services and Vocational Programs
- Youth Justice and Primary Care Providers

KEY SELECTION CRITERIA

Essential:

- A lived experience as a carer of a young person accessing youth mental health services and ability to share experiences in a recovery focused way (in a variety of contexts).
- Experience in delivering family peer work in mental health, ideally in a youth-specific setting.
- Experience in delivering peer work in mental health, ideally in a youth-specific setting.
- Ability to work collaboratively and effectively with young people and their families/carers.
- Ability to work independently and effectively within a multidisciplinary team.
- Capacity to develop effective working relationships, collaborations and partnerships with a range of services within the broader community service system including primary care, AOD agencies, employment and housing services, NDIS and other relevant agencies.
- Knowledge of the Intentional Peer Support framework, and familiarity with using the IPS framework.
- Demonstrated interpersonal and communication skills (written and verbal) as well as abilities in problem solving and negotiation.
- A commitment to ongoing professional development through access to current literature, continuing education, supervision and attendance at seminars conferences.
- Ability to participate in policy and service development within the program and in continuous quality improvement through ongoing evaluation of services delivered to clients.
- Ability to document care as required and comply with expectations for data collection e.g. contacts.
- Willingness to work from a community-based site and across multiple sites, if required.
- Comply with all legal requirements pertaining to the position.
- A Working with Children check.
- Melbourne Health will organise a Police Check prior to commencement of employment.

Desirable:

- Demonstrated experience in the provision of family/carers peer support in acute environments, for families/carers of young people experiencing a range of mental health problems.
- Certificate IV in Mental Health Peer Work, Intentional Peer Support Core training and/or other relevant mental health training is highly desired.
- A working knowledge of community-based organisations and human services organisations.
- Computer and keyboard skills.
- Commitment to the development of integrated clinical research within the service.
- Understanding of the Children & Young Person's Act, Mental Health and Wellbeing Act 2022 and other Acts/legislation relevant to working with young people in a mental health setting.
- Knowledge of relevant guidelines, plans and strategies related to the mental health service system (e.g. Victorian Mental Health Reform Strategy, and National Standards for Mental Health Services).
- A current Victorian driver's licence.
- Passionate about the role of the peer workforce in the youth mental health workforce.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values - putting people first, leading with kindness and achieving excellence together.



- 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

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

I acknowledge and accept that this position description represents the duties, responsibilities and 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
