



Healthy kids, healthy communities

Compassion

Excellence

Collaboration

Accountability

Equity

Respect

Carer Support Worker (Lived Experience)

Position details

Position Number:	00017947
Classification:	HSO Level G3
Agreement:	Health Salaried Officers Agreement
Division/Service:	Child and Adolescent Mental Health Service (CAMHS) / Acute
Organisational unit:	CAMHS Inpatient Unit (Ward 5A)
Location:	Perth Children's Hospital (QEI Nedlands)

Reporting relationships

This position reports to:

00013795	Nurse Coordinator Mental Health	SRN 5
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Positions under direct supervision:

Nil

Key Responsibility

As a member of a multi-disciplinary team, with the unique lens of the lived experience of caring for a child or adolescent with mental health issues, provides parents and carers with recovery-oriented advice, support and advocacy. Assists parents and carers to identify their child and family needs for recovery, navigate the mental health system, connect with lived experience support services and bring empowerment, hope and connection to support better mental health outcomes. Provides education and training to staff, facilitates education forums for parents and carers and contributes to quality improvement and research within acute CAMHS.

About our health service

The Child and Adolescent Health Service (CAHS) is a comprehensive service that supports and treats children from around Western Australia, and is committed to programs that promote lifelong health in children and adolescents.

CAHS is made up of four service streams:

- **Neonatology:** Neonatology provides state-wide tertiary neonatal services to the sickest newborn babies and infants in Western Australia.
- **Community Health:** a comprehensive range of community based early identification and intervention services, as well as health promotion, to children and families in the Perth metropolitan area. Services are provided in a variety of settings including at home, local community health centres, child and parent centres and schools.
- **Child and Adolescent Mental Health Services (CAMHS):** provide mental health services to infants, children, young people and their families across the Perth metropolitan area. Services include community based programs, inpatient care at Perth Children's Hospital and specialised services for children with complex mental health conditions across the State.
- **Perth Children's Hospital (PCH):** is the specialist State-wide paediatric hospital and trauma centre for Western Australia, caring for children up to the age of 16. PCH is also a centre of excellence for teaching and research, partnering in major paediatric research and education initiatives led by the Telethon Kids Institute (TKI) and the State's universities.

Our vision

Healthy kids, healthy communities

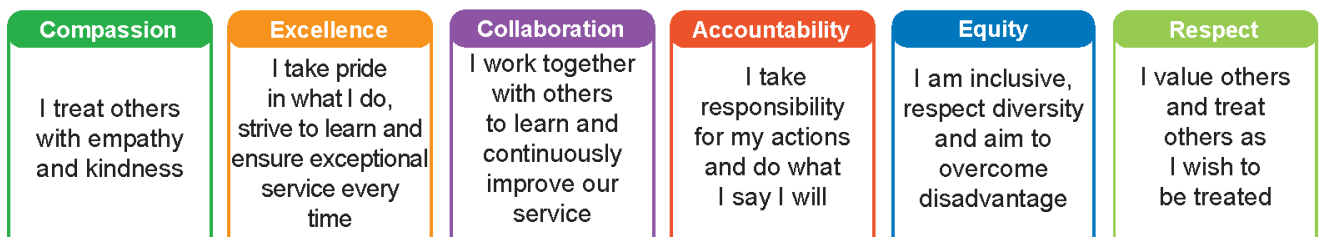
Our vision of 'healthy kids, healthy communities' sees that children and young people get the best start in life through health promotion, early identification and intervention and patient centred, family-focused care.

Our objectives



Our values drive us

CAHS promotes a values based workplace culture and all employees are expected to translate our values into action by providing high quality care through:



Summary of accountabilities

1. Family, carer peer support

- Incorporating the lived experience to work with children, young people and their families and carers as part of the multi-disciplinary team.
- Designs, co-develops and evaluates peer interventions for children young people and their families/carers.
- Provides individual and group support to children, young people and their families/carers incorporating recovery and trauma informed principles and practices.
- Engages with carers and parents of children and young people with mental health concerns to develop trusting and professional relationships that respect worker / consumer boundaries and maintain patient confidentiality.
- Provides emotional and practical support and information to parents/carers of children and young people with mental health concerns throughout the client/patient journey.
- Develops and provides individual self-help, recovery-oriented support and empowerment tools and strategies for parents and carers of children and adolescents accessing CAMHS.
- Facilitates parent and carer support groups and workshops.
- Participates as a team member and shares specialist knowledge, skills and experience of recovery within a multi-disciplinary team, including clinical meetings, business meetings and supervision as required.
- Acts as a conduit between parents/carers and clinical staff when providing input during the development of treatment plans, including attendance at case reviews and case conferences when required.
- Provides support to children, young people and their families in identifying and accessing available mental health and community organisations that will support recovery.
- Encourages parents and carers towards self-advocacy by modelling self-care and support strategies when required
- Provides and/or supports individual advocacy relating to rights and service regarding the individual needs of children, young people, carer and family members.
- Participates in other carer and consumer-focused activities to encourage and promote positive mental health outcomes for children, young people and their families
- Facilitates Consumer/Carer Lived Experience Advisory Groups.
- Maintains knowledge and understanding of policies and procedures specific to the areas of carer and peer support, engagement and consumer issues, as well as contributing to the development of policies, procedures, service information and research.
- Maintains and develops professional knowledge and skills related to the areas of responsibility.
- Participates in professional supervision and performance appraisal.

- Maintains records, data and documentation in accordance with CAHS policies and procedures.

2. Education training and research

- Develops and delivers training and education programs for staff, parents/carers to promote and encourage carer and peer support work, trauma informed and recovery practices and principles and other related topics.
- Provides information and education around the *WA Charter of Mental Health Principles*, rights of consumers and carers and principles of consumer and carer participation and recovery.
- Represents the lived experience perspective in relevant forums and education sessions.
- Participates in education forums for staff, adolescents, carers and family members about issues from a carer perspective, including presentations at staff orientation and other training.
- Utilises their skills, knowledge and experience to develop and implement carer wellbeing initiatives as required.
- Contributes and assists in research and service reform to ensure the principles of co-design and the benefits of the lived experience view are realised.

3. CAHS governance, integrity, safety and quality requirements

- Commits to undertake the duties of the role in accordance with the WA Health Code of Conduct; the CAHS Vision and Values; and CAHS commitment to protecting children and promoting their safety.
- Maintains a safe work environment by taking reasonable care for own health and safety and that of others.
- Undertakes duties to an agreed performance standard to support safe, high-quality health care with a focus on continual improvement, efficiency, effectiveness and sustainability.
- Directly or indirectly supports the delivery of safe patient care and the consumers' experience ensuring services are family centred.
- Contributes to continuous quality improvement activities by identifying, facilitating or participating in practices in accordance with the requirements of the National Safety and Quality Health Service (NSQHS) Standards, National Mental Health Standards, health service strategic direction and the WA Public Sector.
- Completes mandatory and core requirement training as relevant to the role and service.
- Performs duties in accordance with WA Public Sector, WA Health, CAHS and other specific service policies and procedures and applicable legislative obligations under Public Sector Management Act (WA) 1994, Health Services Act (WA) 2016, WA Mental Health Act (2014), Occupational Safety and Health Act (WA) 1984, WA Carers Recognition Act 2004, Disability Services Act (WA) 1993 and the Equal Opportunity Act (WA) 1984.
- Actively contributes to the development of the health service by undertaking other duties as directed including additional tasks or projects in line with continual improvement, collaboration and sustainable health initiatives.

Work related requirements

The following criteria should be considered in the context of the CAHS Vision, Objectives and Values.

Essential selection criteria

1. Certificate IV Mental Health Peer Work, or equivalent, and significant experience as a family/carers of a child or young person with mental health issues.
2. Well-developed communication and interpersonal skills, including the ability to consult, liaise, work collaboratively and build positive relationships with families, carers and professional staff, including people from diverse backgrounds.
3. Demonstrated knowledge of child and youth mental health, including trauma-informed and recovery principles and practice and their application to family peer and care support roles, suicide prevention, and available mental health services and supports. including the ability to share lived experience in a way that supports, empowers and brings hope to parents and carers.
4. Demonstrated ability to work independently as well as collaboratively as part of a multi-disciplinary team in a clinical setting, manage personal and professional boundaries and maintain patient confidentiality.
5. Commitment to working with service providers, families and carers to improve mental health services for consumers and their families and carers.
6. Demonstrated computer proficiency, including word processing and email applications.

Desirable selection criteria

1. Tertiary qualification in health or welfare.
2. Knowledge of the *WA Mental Health Act 2014*, the *WA Carers Recognition Act 2004* and Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.
3. An understanding of the diversity of the cultural and linguistic backgrounds and the impact this has on consumers and their family's experiences of mental illness.
4. Knowledge of the mental health system, including experience in hospital admissions and knowledge of community resources and services that can facilitate recovery.

Appointment to this position is subject to the following:

- Working with Children (WWC) Check, compulsory check for people who carry out child-related work in Western Australia.
- Evidence of current and valid driver's licence.
- Provision of the minimum identity proofing requirements in line with the standards set by the National Security Strategy.
- Successful criminal record screening clearance.

- Successful pre-employment integrity check.
- Successful pre-employment health assessment.

Certification

Created on	Last Reviewed	HSS Registered
22/03/2022	22/03/2022	22/03/2022

I verify that the details in this document are an accurate reflection of the requirements of the position.

Manager / Supervisor

Signature or HE Number

Date

As an Occupant of this position, I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Occupant Name

Signature or HE Number

Date