

ROLE PURPOSE

The Carer Consultant is part of the Service and Operation division of Baptcare in Tasmania Mental Health Packages of Care Programs:

- Mlcare Choices supports eligible in-patients in Southern Tasmania who are referred from the Department of Psychiatry, Tolosa Street Respite and Mistral Place. The Program is based on the principles of flexibility and choice, working in collaboration using a strengths-based, recovery focused approach, supporting the participant to stay well in the community and incorporating the consumer’s natural supports; such as carers, other service providers and community organisations, to support community inclusion.
- Mlcare supports eligible clients of Mental Health Services across Tasmania with individualised community based, flexible and recovery focused support to stay well in the community.

The occupant will:

- Work under the general direction of the Senior Practitioner.
- Assist the Care Coordinators in relation to work with specific consumers and carers.
- Liaise and receive support from Community Carer Worker networks.

Part A: Organisation

Baptcare's Vision, Mission and Values		
Mission: Partnering for fullness of life with people of all ages, cultures, beliefs and circumstances.		
Vision: Communities where every person is cherished.		
Our Mission and Vision are lived through our WE CARE values:		
We care about...	Our Customers We care about...	Our Team We care about...
Wellbeing	... You living your life with meaning, we partner with you to enhance your health, safety, comfort and spirituality.	... Strengthening our teams by cultivating a safe and encouraging work environment that enables personal growth.
Ethics	... Being genuine with you, leading with integrity and fulfilling Baptcare purpose in harmony with community expectations.	... Being inspired by justice. We act with integrity and do the right thing by our customers and each other in light of current and future needs.
Co-creating	... Building personalised and innovative solutions with you and our allied partners, with your goals as our shared focus.	... Building an exciting future together with our customers in focus, by empowering everyone to contribute and encouraging adaptability, creativity and collaboration.
Accountability	... Fulfilling our commitments to you and accepting our responsibilities to continually improve.	... Fulfilling our commitments and responsibilities, using our resources wisely and being able to reflect, speak up and adapt when needed.
Respect	... Understanding and embracing your individuality, standing up for your equality and protecting your dignity.	... Understanding and embracing your individuality, standing up for your equality and protecting your dignity.
Effectiveness	... Being focused on achieving the best outcomes for you, with you.	... Ongoing improvement in the focus of our people and resources to achieve positive outcomes for our customers.

Part B: Position specifications

Relationships	
Division:	Service and Operations - Tasmania
Reports to:	Senior Practitioner
Internal:	Works within the Mlcare and Mlcare Choices Teams and the local Family & Community Services (FACS) staff
External:	DHHS Mental Health Services, Mental Health providers, Carers groups and other relevant community services

Key Accountabilities
<ol style="list-style-type: none">1. The role of the Carer Consultant is to support and assist in improving the wellbeing of families, friends and carers of people with a mental illness with the provision of peer support.2. The Carer Consultant will work as an integral part of the Mlcare and Mlcare Choices Teams, assisting in care-planning and liaising with internal and external stakeholders to ensure the best outcome for the consumer.3. The role is responsible for providing support for families, friends and carers of people with a mental illness in their recovery journey and assisting individuals in navigating the mental health system, accessing external support and providing opportunity for peer learning through the provision of support that compliments community care.4. The Carer Consultant works cooperatively and positively with families, friends, carers and staff to encourage participation in individual treatment and recovery, through the identification of the carers ideas, suggestions and concerns, supporting families, friends and carers to advocate on behalf of themselves and the person they support.

Key Tasks
<ol style="list-style-type: none">1. Act as a positive role model for family/friends/carers by using personal experience as a carer to share information, skills and strategies that support and promote the health and wellbeing of family/friends/carers.2. Provide individual and direct support to family/friends/carers, by engaging in telephone and or face-to-face contact with families, friends and carers of people with mental illness.3. Assist in discharge planning and implementation for clients and their family/friends/carers, including completion of wellness and recovery plans, assisting in a smooth transition into community rehabilitation and/or recovery programs and community life more broadly.4. Support the rights of people affected by mental health problems and mental disorders and those of their family/friends/carers, maintaining their privacy, dignity and confidentiality5. Provide information about community resources and services to families, friends and carers and assist to ensure they are aware of their rights and responsibilities.6. Model self-advocacy strategies and encourage families, friends and carers towards self-advocacy and act as the families/friends/carers voice when required.7. Participate in family/carer activities within MlCare and MlCare Choices Programs.8. Maintain documentation and administrative records, related data and confidentiality of client information in keeping with Bapcare policy to ensure accountability, and to assist with the evaluation process and compliance with legal and policy requirements.9. Maintain knowledge and understanding of policies and procedures.10. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.

11. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this level.

Workplace Health and Safety

- Visibly demonstrate work health and safety personal commitment to working with all Baptistcare stakeholders in achieving a Zero harm workplace by complying with Baptistcare’s WHS policy, WHS Plans and procedures relevant to your working environment.
- Actively promote and foster constructive behaviours to enhance Baptistcare’s organisational safety culture, “The safety standard you set is the one you just walked by” by reporting hazards, incidents, injuries and near misses to the manager without delay.
- Co-operate with Baptistcare in respect to any action taken by Baptistcare to comply with legislative requirements
- Take reasonable care for your own health and safety and the health and safety of others in the workplace

Part C: Person specifications

Key selection criteria

1. Demonstrated personal experience as a family member or carer of a person with a mental illness and the ability to utilise own experience constructively for the benefit of others.
2. Demonstrated understanding of the impact of mental illness on consumer, families , friends and carers with an understanding of peer support, self-determination and person centred care.
3. Ability to communicate and develop rapport with carers, consumers and other health services by using one’s own experience productively and encouraging others to share their own experiences.
4. Confidence and resilience to support families and carers of people with a mental illness in situations of stress and crisis.
5. Ability to work collaboratively within a team.
6. An understanding of consumer confidentiality and appropriate conduct.

Qualifications

Essential:	<ul style="list-style-type: none"> • Personal experience of mental illness and mental health services. • Certificate IV in Mental Health Peer Work, or willingness to work towards same.
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Other

Essential:	<ul style="list-style-type: none"> • Current motor vehicle licence • Ability and willingness to travel • Current satisfactory national police check or willingness to obtain • Current Working with Vulnerable People (Children) Check or willingness to obtain • Competency in using the range of Office computer packages • Comprehensive private vehicle insurance and registration in the event private vehicles are required for work purposes
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DECLARATION	
Essential:	My position description has been explained in detail and I understand and accept the accountabilities and authority as outlined.
Employee:	Name:.....Signature.....Date: / /
Baptcare representative	Name:.....Signature.....Date: / /