

Position description

Consumer Lead Safety for all: Towards elimination of restrictive practices - Break Through Series Collaborative

The Safety for all: Towards elimination of restrictive practices - Break Through Series collaborative is a state-wide improvement initiative that will bring teams from mental health inpatient units together to work towards eliminating restrictive practices. Safer Care Victoria (SCV) are working in partnership with the Institute of Healthcare Improvement (IHI) to deliver this important program of work.

The Consumer Lead role offers a unique opportunity for consumers that are passionate about improving quality and safety to facilitate change across the Victorian mental healthcare system. You will work within a diverse team, bringing a consumer-specific perspective to the planning, development and implementation of the Safety for all: Towards elimination of restrictive practices - Break Through Series collaborative.

To support this work, the Consumer Lead (along with a Clinical Lead and Carer Lead) will collaborate with the SCV project team and faculty (group of subject matter experts) with a specialised consumer-focussed lens on our direction, approach and priorities.

Our lived experience Consumer Lead will draw on their multifaceted expertise, encompassing direct consumer lived experience and an advocacy and/or public mental health background to generate enthusiasm and commitment from all.

We encourage the Consumer Lead to draw on their lived experience as a consumer of inpatient public mental health services in guiding their work, and to make full use of any other relevant skills as opportunities arise. For example, such skills may include writing, editing, research, group learning facilitation or public speaking.

Are you somebody who:

- has experience working in consumer engagement?
- is passionate about improving consumer engagement and participation in health care?
- is recognised for your deep understanding of the experiences of consumers in mental healthcare and your commitment to improving safety and quality of mental health care in Victoria?
- has experience in receiving mental healthcare in Victoria?
- is an effective communicator with strong stakeholder engagement and collaboration skills?
- is available to commit to working with the SCV project team 1 day per week for a period of 18-months, including participation in virtual or face to face meetings and virtual communication?

If this is you, we'd love to hear from you!

**Safety for all: Towards elimination of restrictive practices - Break Through Series collaborative
Consumer Lead**

Classification	VPS Grade 5, Value Range 1
Team, unit	Improvement Partner
Agency	Safer Care Victoria
Work location	Remote working/ 50 Lonsdale St, Melbourne where required.
Employment type	Part-time, (15.2 hours per fortnight (0.2FTE) Program activity levels will fluctuate with some weeks requiring more than 1 day a week and others less, and it may be necessary to spread the work across multiple days of the week.
Duration	Fixed term secondment: 18 months
Position reports to	Manager, Mental Health Improvement Program
Further information	Annette Woodhouse, Manager, Mental Health Improvement Program Annette.Woodhouse@safercare.vic.gov.au
Closing date	29/5/22

Organisational environment

Established in January 2017, Safer Care Victoria (SCV) is the state's healthcare quality and safety improvement agency. We are an administrative office of the Department of Health, here to help health services prevent and learn from patient harm, identify and deliver service improvements and engage with consumers.

We achieve this through delivering on our key responsibilities state-wide, including:

Safety

- Reviewing information and intelligence from the system to recognise quality and safety signals.
- Providing insights and knowledge to support learning across the system

Improvement

- Delivering targeted improvement initiatives and partner to improve health outcomes for Victorians.
- Building a sustainable network of improvement experts (both healthcare workers and lived experience experts) to enable continuous improvement and innovation.

Engagement

- Working together with consumers, clinicians, health services and thought leaders through purposeful and systematic approaches to ensure quality and safety improvement is a key agenda for Victoria.

- Embedding quality and safety skills and knowledge across the sector through broad capability development.

Mental Health Improvement Program

The Royal Commission into Victoria's Mental Health System (the Commission) recommended the establishment of a Mental Health Improvement Program (MHIP) within Safer Care Victoria (SCV). The Commission recommended the initial focus should include working towards elimination of restrictive interventions, reducing compulsory treatment, preventing gender-based violence and preventing suicides in mental healthcare settings. The Safety for all: Towards elimination of restrictive practices - Break Through Series collaborative is the first improvement initiative to be launched.

Purpose

The Consumer Lead is an important role that will bring the lived experience perspective of the Safety for all: Towards elimination of restrictive practices - Break Through Series collaborative.

Responsibilities

The Consumer Lead will:

- identify and act on opportunities to ensure activities are person-centred and grounded with consumer perspectives.
- support effective health service and consumer engagement throughout the life cycle of the Safety for all: Towards elimination of restrictive practices - Break Through Series collaborative.
- assist health services to seek out and incorporate consumer perspectives when designing and delivering changes to improve the quality-of-care consumers receive.
- support the design and delivery of learning sessions (workshops) and coaching sessions.

Selection criteria

Knowledge and skills

Leadership

- Partners with the broader consumer group to inform project delivery.
- Communicates in a way that generates enthusiasm, commitment and promotes a consumer centred approach.
- Identifies potential issues relevant to consumers and guides the team to optimise outcomes.
- Leads engagement with broader consumer groups and health services.
- A desire to be a leading consumer voice and role model amongst fellow lived experience and clinical faculty members, driven to inspire and lead by example.
- Comfortable and confident working with a wide variety of professionals, including mental health clinicians and SCV staff.
- Ability to identify potential issues and setbacks and guides team to optimise outcomes.

- Genuine enthusiasm about generating and implementing change in Victoria’s mental health system to improve safety for all and reduce/eliminate restrictive interventions.

Influence, negotiation and interpersonal

- Builds productive and meaningful partnerships with key stakeholders.
- Identifies and seeks connection with potential partners and stakeholders to maximise the success of the collaborative.
- Uses interpersonal, team building and facilitation skills in their work within the collaborative where appropriate.
- Actively promotes and drives change using coaching and influencing skills to overcome barriers and gain support.
- Enjoys and considers the viewpoints of others and takes a multitude of opinions and experiences into account when approaching decision-making. Comfortable integrating varying viewpoints.
- Recognises own limitations and works with others to ensure plans are achieved.

System thinking

- Partners with the broader consumer group to inform project planning, testing and implementation across the healthcare system.
- Understands the beliefs, customs, needs and expectations of the consumer lived experience community, and a demonstrated knowledge of intersectional issues impacting consumers and carer/supporters.
- Demonstrates an integrated perspective of health service delivery and identifies leverage points that will add value.

Strategic planning

- Helps formulate potential courses of action to achieve objectives based on an in-depth understanding of the consumer experience.

Stakeholder management

- Identifies and manages a range of complex and often competing needs.
- Finds innovative solutions to resolve stakeholder issues.
- Builds productive and meaningful partnerships with key stakeholders.
- Identifies and seeks connection with potential partners and stakeholders to maximise the success of the collaborative.
- Uses interpersonal, team building and facilitation skills in their work within the collaborative where appropriate.

Change management

- Gains commitment by communicating the reasons for the change and the risks of not changing.
- Actively promotes and drives change using broad influencing skills to overcome barriers and gain support.

Personal qualities

Conceptual and analytical ability

- Deals with concepts and complexity comfortably.
- Has creative ideas and can communicate how these align to achieving the collaborative aims.

Emotional intelligence

- Demonstrates self-awareness with a strong understanding of strengths, weaknesses and motivations.
- Displays strong social skills and empathy in workplace relationships.

Creativity and innovation

- Generates new ideas.
- Draws on a range of information sources to identify new ways of doing things.

Self-discipline

- Maintains a consistent and sensible pattern of behaviour under pressure.
- Recognises own limitations and works with others to ensure plans are achieved.
- Ability to adjust to changed approaches or plans.
- Effective time management skills and the ability to work under deadline pressure.

Specialist expertise

First-hand consumer experience of public inpatient mental health services

- Lived experience as consumer of public inpatient mental health services (encompassing adolescent, adult, aged or forensic).
- Thorough understanding of the range of challenges facing consumers and carers/family members of people living with mental illness and/or psychological distress with confidence in sharing these, and potential ideas for change.

Breadth of mental health consumer and carer advocacy and/or workforce experience

- Experience working in an established consumer lived experience role within the public mental health system (i.e consumer peer support worker and/or consumer consultant and/or consumer lived experience project officer).
- Experience in consumer advocacy activities (paid or unpaid) via the not-for-profit, community or government arena.

Understanding of relevant legislation, policy, procedures, reports, and impact on consumer and families, carers, supporters experience

- Understanding of the Mental Health Act 2014, restrictive practice and its impact on consumer rights.
- Understanding of widespread systemic challenges faced in further reducing restrictive practice, with an ability to consider multiple lenses/positions on the issue.

- Understanding of the mission and goals of the Royal Commission into Victoria’s Mental Health System and familiarity with general recommendations, or willingness to learn.

Safety screening

All competitive applicants are subject to a satisfactory National Police History Check as part of the recruitment assessment process.

Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Immigration and Border Protection website (<http://www.border.gov.au/>) under 'Character and Police Certificate Requirements – How do I obtain a police certificate?'

Conditions and benefits

People who work for Safer Care Victoria must comply with the Code of Conduct for Victorian Public Sector Employees 2007 and agree to work according to our values of quality, Collaborative relationships, responsibility, client focus, professional integrity and respect.

Safer Care Victoria promotes diversity and equal opportunity in employment. If you are an Aboriginal or Torres Strait Islander applicant, or if you have a disability, and require advice and support with the recruitment process, please contact our Diversity Unit on DiversityInclusion@dhhs.vic.gov.au.

Mandatory Vaccination Policy

The department is committed to providing and maintaining a working environment which is safe and without risk to the health of its workers and clients. As it is an essential element of any role within the department that employees be able to attend work onsite and to do so safely, employees are required to be fully vaccinated against COVID-19 as a condition of their employment. This requirement applies unless they have a medical condition which means they cannot be vaccinated against COVID -19. Therefore, the department will ask any prospective employee, who has been identified as the preferred candidate for a role within the department, to provide proof of their COVID-19 vaccination status prior to any offer of employment being made. If a prospective employee has a relevant medical condition which means they cannot be vaccinated against COVID-19, they should contact the department to discuss their individual circumstances.

How and where to apply

Please submit your application electronically to mentalhealthimprovement@safercare.vic.gov.au

Include 'Consumer Lead' application in the subject line.

Attach the following:

- a one-page cover letter
- a current curriculum vitae, maximum of four pages

- a confirmation letter from your employer (template included below) which includes their endorsement and approval for secondment and nominated release time (e.g. 0.2 EFT for 18 months).

Recruitment process:

- Applications will be reviewed by a selection committee from Safer Care Victoria.
- Interviews will be held virtually commencing from 6th June.
- Successful applicants will start as soon as possible.

Letter of confirmation template

(Please use your organisation's letterhead – if applicable)

Date

Annette Woodhouse
Manager, Mental Health Improvement Program
Safer Care Victoria

Annette.Woodhouse@safercare.vic.gov.au

Dear Ms Woodhouse,

Application of <XXXX> for a position as Consumer Lead, Mental Health Improvement Program at Safer Care Victoria.

I endorse <XXXX>'s application for a position as Consumer Lead, given their experience, expertise, and accomplishments.

I approve for <XXXX> to be released from commitments at <XXXX> organisation for 0.2 EFT for a term of 18 months.

Yours sincerely

Employers name

Title

Telephone number

Email address