

The following position descriptions for consumer worker roles have been provided with permission by CAN Mental Health Inc., PRA, Uniting Care Mental Health and MHCC. They are to be used as templates only to provide guidance for your own position descriptions for your organisation. Importantly, the essential and desirable criteria for each are considered and should form the basis in your own versions of the job descriptions.

Consumer advocate job description

**POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	<b>Consumer Advocate</b>
<b>Facility</b>	East Wing
<b>Award/Agreement</b>	HEO Level 6
<b>Hours per Week</b>	as rostered
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<b>Organisational Relationships</b>	Consumers of Northern Beaches Consumers' Meetings Consumer Activity Network (Mental Health) Inc.
<b>Responsible To</b>	
Operational	Executive Director Consumers of the Northern Beaches Consumers' Meetings
Professional	Executive Director Board of Management
<b>Responsible for Following Staff</b>	Nil
<b>Performance Review &amp; Development Planning</b>	3 Months after commencement, thereafter Annually

**Qualifications, Skills & Experience:**

**Essential:**

- Have a mental health problem or disorder or past experience of a mental health problem or disorder
- Ability and willingness to work with consumers of mental health services & health workers
- An understanding of issues and concerns for consumers of mental health services
- An approachable and accepting manner and attitude
- A willingness to develop good communication skills
- A willingness to develop good report writing skills
- Relevant Consumer Training Certificates/Courses
- A willingness to advocate on behalf of consumers as required
- Understanding of Consumers' Rights & Responsibilities

**Desirable:**

- Understanding of sector, Area, State and National Policies & Standards
- Understanding of the core principles and philosophies of the Australian Mental Health Consumer Movement
- Understanding of public mental health system structures and mechanisms
- Understanding of the NSW Mental Health Act

**Position Overview: Objective, Nature & Scope:****Organisational Context:**

To assist in the self-advocacy of consumers in East Wing in order to have their needs addresses. To promote, encourage, facilitate and support effective consumer participation within the Northern Beaches MHS (inpatient unit). To speak out on consumers' ideas, suggestions and concerns in the context of the inpatient unit (East Wing), other consumer and service provider groups and the general community. To advocate on behalf of consumers as required.

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**Key Internal & External Relationships:**

Consumers in East Wing  
Executive Director (CAN Mental Health)  
Consumers – Northern Beaches Consumers' Meetings  
Board of Management (CAN Mental Health)

**External Relationships:**

Service Director – Northern Beaches Mental Health Services  
Deputy Director – Northern Beaches Mental Health Service  
Nursing Unit Manager – East Wing

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**Delegations/Authority:**

Budget	Nil
Financial Delegations	Nil
Personal Delegations	Nil
Challenges	To encourage self advocacy and enable consumers to raise their ideas, suggestions and concerns.

**Role Responsibilities:**

- Visit and talk to consumers in East Wing
- Inform consumers of their rights and possible options, as well as encourage consumers to advocate on their own behalf wherever possible
- Be involved in the writing and tabling of the Consumer Advocates' reports
- Advocate on behalf of consumers as required to health workers of mental health services
- In consultation with individual consumers and mental health workers liaise for a positive lifestyle and individual recovery plan
- To maintain and uphold a consumers' rights focus at all times

- Maintain confidentiality of consumers with exception to that of self harm or harm to another
- Report to consumers of the Northern Beaches Consumers' Meetings re the progress of issues, ideas, and concerns being addressed within the Northern Beaches MHS
- Participate in debriefing sessions as required
- Have an understanding of the National Standards for MHS and other relevant policy documents
- Adherence to statutory regulations and CAN (Mental Health) policies & procedures
- Identify own education and professional development needs
- Possess knowledge of equal employment principles and implementation of same
- Smoking is totally prohibited in buildings and vehicles within the public health system

### **General Responsibilities – CAN (Mental Health) Inc. Rules**

#### **Occupational Health & Safety**

Consumer Activity Network (Mental Health) Inc. is committed to providing a healthy and safe place and environment for all consumers, representatives and consumer workers and visitors. To facilitate this safe and healthy environment it is your responsibility to:

- Ensure that all potential hazards, accidents and incidents are identified and notified
- Ensure your own safety and that of others

#### **Equity:**

Consumer Activity Network (Mental Health) Inc. endorses the Federal and State Governments policy and the Australian Mental Health Consumer Movements core values and principles to bring equality in consumer participation and empowerment for all consumers to assist them to achieve their full potential. CAN (Mental Health) Inc. will ensure merit based selection and that all facets of roles undertaken on behalf of the Network are fair, by making unlawful, discrimination of persons based on age, gender, race, sexual preference, marital status, physical or intellectual disability.

As a consumer advocate of the Consumer Activity Network (Mental Health) Inc. it is your responsibility to:

- Deal with others in a fair and equitable manner free from harassment and discrimination
- Ensure that an environment free from sexual or any other harassment is recognized as a basic right
- Uphold the rights of consumers of mental health services
- Uphold the core principles and values of the Australian Mental Health Consumer Movement

#### **General Responsibilities – Other:**

##### **Quality Improvement:**

Consumer Activity Network (Mental Health) Inc. seeks at all times to institute effective and continuous quality improvement approach to facilitate effective and efficient provision of quality representation on behalf of consumers of the mental health service. All representatives are expected to be actively involved in the review and evaluation of processes and services within the representative's areas of responsibility or interests.

**Code of Conduct & Ethics:**

Consumer Activity Network (Mental Health) Inc. requires a professional standard of behaviour from consumer advocates which:

- Demonstrates respect for the right of the individual and the community
- Promotes and maintains consumers' confidence and trust in the work of the Consumer Network

Consumer Advocates are expected to demonstrate a high standard of personal and professional behaviour exhibiting:

- Honesty
- Integrity
- Consumer focused service
- Impartiality
- Understanding the principles of consumers' rights and empowerment

**General Responsibilities:**

It is a requirement that all CAN (Mental Health) Inc. advocates to read, understand and adhere to the Rules, Code of Conduct, policies and procedures paying particular attention to:

- Consumers' Rights
- Confidentiality
- Empowerment
- Self Advocacy

Effective Date:	Authorised By:	Delegates Signature
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**Original unsigned: Copy Consumers' Office. Signed photocopy to consumer representative. Signed Copy – Executive Director**



## **JOB DESCRIPTION**

### **P R A INDEPENDENT ADVOCATE**

#### **ESSENTIAL CRITERIA**

- Personal experience of a mental health problem or disorder
- Experience in consumer advocacy
- Organisational and reporting skills
- Ability to work within a team
- Strong values and integrity informing interpersonal and negotiating skills
- Good communication skills

#### **DESIRABLE SKILLS**

- Knowledge of Mental Health Standards, Disability Services Standards, Disability Discrimination Act, EEO Legislation, OH & S Legislation etc.
- Understanding and knowledge of PRA's philosophy of empowerment rehabilitation and recovery in mental health
- WP and report writing skills

#### **JOB DESCRIPTION**

- Support and advocate for consumers involved in PRA services. Particularly those in employment programs
- In consultation with PRA management, provide training about advocacy, committee skills, representation and related rights and employment matters to consumers in receipt of a PRA service
- Undertake other advocacy related activities as directed by PRA management
- Develop consistent communication with service users, management and staff to maintain the integrity of the project
- Line responsibility and administrative supervision – Director of Services.
- Clinical supervision or debriefing is to be organised by, and at cost of advocate
- Orientation and advocacy information from Director of Development

- To ensure maintenance of rights protection as laid out in PRA's Policy and Procedures according to Quality Assurance Standards, Disability Service Standards, and related documents
- Regular reporting to PRA Program Committee
- Access all centres regularly, formally reporting as required
- Provide, on a regular basis, a detailed written report
- Provide a regular update to the PRA magazine

**CONDITIONS**

- Remuneration rate includes all incidentals and travel time
- Contracted to report to PRA Program Committee
- Initial contract period of 6 months. Program Committee retains the option whether to negotiate to review the contract and conditions thereafter. Their decision will be put to the PRA Board for ratification or otherwise
- Hours as required as per letter of contract
- Undertake orientation training as provided by PRA
- Other related duties as required

**Signed:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_