

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 representative job description

*Consumer Representatives*

*Position Description*

<b>POSITION TITLE:</b>	<b>Consumer Representative</b>
<b>Award/Agreement</b>	NSW Premiers Department Guidelines
<b>Hours per Week</b>	Committee Meetings as an Elected Consumer Representative
<b>Organisational Relationships Meetings</b>	Consumers of Northern Beaches Consumers' Board of Management
<b>Responsible To</b>	
Operational	Consumers of the Northern Beaches Consumers' Meetings
Professional	Executive Director Chairperson of CAN (Mental Health) Inc.
<b>Responsible for Following Staff</b>	Nil

**Performance Review & Development Planning**

This position is an elected position. Ongoing reporting & monitoring, information, education & training for this position will take place.

**Organisational Relationships:**

<b>Responsible To:</b>	Consumers at the weekly Consumers' Meetings.
<b>Operational:</b>	Executive Director Chairperson
<b>Professional:</b>	Members of CAN (Mental Health) Inc.

## **Qualifications, Skills & Experience:**

**Essential:** (Qualifications, experience or requirements which must be possessed by the occupant to effectively perform the duties and responsibilities.)

- Must have a mental health problem or disorder or past mental health problem or disorder
- Ability and willingness to work with consumers and health workers
- An understanding of issues and concerns for consumers of mental health services
- An approachable and accepting manner and attitude
- Willingness to develop good communication skills
- Ability to attend and participate on a regular basis the weekly consumers' meetings
- Understanding of the Guidelines of the Northern Sydney Mental Health Consumer Network & policies

**Desirable:** (Qualifications, experience or requirements which would greatly assist the occupant, but their absence would not prevent the effective discharge of the responsibilities of the job within an acceptable period).

- Understanding of consumers' rights & responsibilities, self empowerment
- Understanding of mental health service policies
- A willingness to undertake any role or function specific to individual & specific interests which would be in keeping the Northern Sydney Mental Health Consumer Network Guidelines and enhance the activities undertaken by the Northern Beaches Consumer Network
- Understanding of the core values and principles of the Australian Mental Health Consumer Movement
- Relevant consumer representative training certificates and courses

### **Position Overview: Objective, Nature and Scope.**

To represent consumers' views, ideas, suggestions and concerns on: Northern Beaches Mental Health Service committees and within the Northern Beaches Consumers' Meetings and the Consumer Activity Network (Mental Health) Inc. to influence the policy, planning and decision making processes at all levels of the Health Service. To promote, encourage, facilitate and support effective consumer representation and consumer participation within the CAN (Mental Health) Inc., Northern Beaches Consumers' Meetings and mental health services. To speak out on consumers' ideas, suggestions and concerns at all levels of the Health Service, other consumer and service provider groups and the general community.

### **Key Internal & External Relationships:**

- Consumers of the Northern Beaches MHS
- Northern Beaches Consumers' Meetings
- CAN (Mental Health) Inc. Board of Management

### **External Relationships:**

- Northern Beaches MHS Management and Staff
- The Northern Beaches Community

**Delegations/Authority:**

Budget: As a member of the weekly consumers' meeting manage any funding and/or activities as designated by the CAN Board of Management.

Financial Delegations: Nil

Personal Delegations: Nil

Challenges: To put forward and maintain a consumers' perspective within mental health service committees and within the Northern Beaches Consumers' Meetings and CAN (Mental Health) Inc.

**Role Responsibilities:**

- Read & sign the Consumer Activity Network (Mental Health) Inc. Confidentiality Agreement
- Liaise with consumers and health workers of the Northern Beaches MHS
- Regularly attend the weekly consumers' meetings held at Pitane Recovery Centre
- As an elected consumer representative effectively represent consumers as a whole and the Consumer Activity Network (Mental Health) Inc. and participate at relevant forums, eg. Committee meetings, staff in-service days, mental health services' workshops and working parties at all levels of mental health services
- Be prepared to become empowered by becoming informed, including undertaking the required reading of documentation to effectively put forward the consumers' perspective and participate at MHS committees, working parties and workshops
- Be prepared to request feedback from mental health service committees on the implementation of ideas, suggestion and concerns put forward which address improved delivery of services to consumers on the Northern Beaches
- Notify the chairperson of the relevant committee and Executive Director if unable to attend the committee meeting at any given time
- Provide a written and verbal report of what took place at the relevant committee meeting, workshop, working party attended on behalf of the Consumer Network
- Encourage and support ongoing feedback and input from consumers in order to facilitate effective representation of consumers' views, ideas, suggestions and concerns
- Identify ongoing and changing needs for consumer participation within the Northern Beaches Consumer Meetings and CAN (Mental Health) Inc.
- Identify own ongoing education and training needs and participate on a regular basis in any consumer education and training opportunities provided
- Gain an understanding of the roles, functions and policies within CAN (Mental Health) Inc.
- Gain an understanding of the underpinning consumers' rights focus, core precepts, principles & philosophies of the Australian Consumer Movement, empowerment and self advocacy
- Gain an understanding of the National Standards for MHS and MHS policies

**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) will ensure merit based selection and that all facets of roles undertaken on behalf of the CAN (Mental Health) are fair, by making unlawful, discrimination of persons based on age, gender, race, sexual preference, marital status, physical or intellectual disability.

As a consumer representative 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 representatives 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

Representatives 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. representatives 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 Northern Beaches Consumers' Office. Signed photocopy to consumer representative. Signed Copy – Consumer Network Coordinator**