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| **POSITION DESCRIPTION** | logo300 |

September 2017

This Position Description is a guide and will vary from time to time and

between services and/or units to meet changing service needs

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| The Canterbury District Health Board is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies. | | | | |
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| Organisational Vision - Tā Mātou Matakite To improve, promote, and protect the health and well-being of the Canterbury community. Ki te whakapakari, whakamanawa me te tiaki i te hauora mō te oranga pai o ngā tāngata o te rohe o Waitaha. Organisational Values – Ā Mātou Uara  * Care & respect for others. Manaaki me te whakaute i te tangata. * Integrity in all we do. Hāpai i ā mātou mahi katoa i runga i te pono. * Responsibility for outcomes. Te Takohanga i ngā hua. | | | | |
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| **POSITION TITLE:** | | | Youth Consumer Advisor | |
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| **REPORTS TO (Title):** | | | Director of Allied Health, Specialist Mental Health Services, is the “line manager” for the Youth Consumer Advisor and will sign off on any requests for leave or training, as well as receiving copies of the Youth Consumer Advisor’s written reports.  (“Managerial accountability”)  Coordinating Consumer Advisor, Specialist Mental Health Services (SMHS), provides day-to-day support, guidance and direction, and receives regular verbal and written reports on work from the Youth Consumer Advisor.  (“Professional accountability”) | |
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| **REPORTS ON A DAILY BASIS TO:** | | | Coordinating Consumer Advisor SMHS | |
| **PRINCIPAL OBJECTIVES** | | | | |
| * To provide advice and expertise from a child and adolescent consumer perspective to managers and staff in the CAF Service to support continuous quality improvement. * To represent the interests of child and adolescent consumers within CAF and the SMHS   To facilitate and support child and adolescent consumer involvement in these processes. | | | | |
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| **WHO ELSE DOES THIS POSITION RELATE TO:** | | | | |
| **WITHIN SMHS:** | | | | |
|  | Other Consumer Advisors | | | |
|  | Other Family- Whānau Advisors | | | |
|  | SMHS child and adolescent Consumers | | | |
|  | CAF Representatives Group | | | |
|  | CAF Service Manager | | | |
|  | If applicable, the designated CAF liaison manager for the youth consumer advisor’s activities in the service | | | |
|  | CAF Clinical Director | | | |
|  | CAF Charge Nurse Managers and Clinical Managers | | | |
|  | Quality and Patient Safety Unit staff (e.g. policies, complaints, quality improvement) | | | |
|  | CDHB Consumer Council Youth representative | | | |
|  | Nursing Directorate | | | |
|  | Allied Health staff | | | |
|  | Other clinical and management staff | | | |
| **OUTSIDE SMHS AND CDHB:** | | | |
|  | | Other Youth Consumer Advisors | |
|  | | Other Consumer Advisors | |
|  | | Consumer and family-whānau/ consumer support groups, particularly those with a youth consumer or CAMHS focus | |

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| **KEY PERFORMANCE OBJECTIVES:** | |
| Task | **Bring a child and adolescent consumer perspective into all levels of mental health service delivery affecting young people within SMHS.** |
| Expected Result | * **SMHS Meetings**: Attend relevant meetings such as CAF Directorate and Quality Improvement Groups, and take an active part in these meetings and the actions that come out of them * **Quality Improvements**: Initiates or participates actively in work or project groups for quality improvements within the CAF Service * **Policies**: be involved in developing and reviewing policies and procedures relevant to youth in SMHS * **Service delivery**: be involved in planning processes, implementation, service development, monitoring and evaluation for the service * **Other:** Assist as requested with: * auditing whether units / service are compliant with policies and procedures * monitoring of complaints, serious incidents, internal enquiries and consumer satisfaction surveys. * **Consumer participation:** Arrange for suitably trained and supported adolescent representatives to assist with this taks as appropriate. * **Advisory Teams:** operate as part of the SMHS Consumer Advisory Team in activity across SMHS, and co-operate closely with the CAF Family Advisor in project improvement work within CAF |
| Task | **Be involved with recruitment of staff to CAF service areas.** |
| Expected Result | * Child and adolescent consumer concerns are represented throughout the recruitment process to promote a service which is consumer centred and consumer friendly. This can include but is not limited to: * Being part of a group process for short listing applicants * Being an active member of interview panels for staff appointments * Taking part in deciding who is appointed to a position after an interview * Development of job descriptions for staff in CAF service areas |
| Task | **Be involved in training and education of SMHS staff, to influence:**   * **a recovery and resiliency approach in how SMHS services are delivered to young people** * **a mental health service free of discrimination and stigma towards consumers** |
| Expected Result | This can include but is not limited to:   * Providing inservice education to staff * Being involved in the orientation of new staff * Other education or training forums as directed by the Coordinating Consumer Advisor |
| Task | **Work in partnership to influence a recovery and resilience building approach in service delivery** |
| Expected Result | * Represent child and adolescent consumer perspectives in communication meetings and interactions with clinical leaders, health professionals and management. * Maintain an informed awareness of the range of issues affecting child and adolescent consumers in mental health services through: * Contact with key consumer stakeholders * Feedback from functional relationships * Professional reading |
| Task | **Develop effective relationships with key consumer stakeholders** |
| Expected Result | * Identify key consumer stakeholder groups and individuals in conjunction with managers. * Develop a range of strategies to access consumer opinion and feedback on services. This can include but is not limited to:   + Child and Youth Inpatient Unit based meetings with consumers   + Focus groups   + Consumer forums with children and adolescents   + Workshops with children and adolescents * Document feedback from consumers, and use this information to influence quality improvement initiatives within CAF. * Provide key consumer stakeholders with information on the outcomes of their feedback |
| Task | **Report regularly to professional and line managers, and to the CAF Directorate, about activities and current service issues, and common child and adolescent consumer themes, issues and concerns.** |
| Expected Result | * Identify issues as they arise and provide an opinion and advice so that managers have all the information they need regarding a child and adolescent perspective * Talk with or communicate regularly with managers on activities and current issues * Monthly written report completed on time, using template provided * Other reports and documents completed as required |
| Task | **Demonstrate a commitment to own professional development.** |
| Expected Result | * Ongoing programme for self development is developed with support from Coordinating Consumer Advisor and other identified relevant staff (e.g. supervisor). This would include training, education and experiences relevant to your needs to grow in the role and deliver it effectively. * Goals identified in performance review are competed within realistic negotiated timeframes * Regular attendance at supervision sessions with trained CDHB supervisor who is not part of your immediate team |

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| **HEALTH & SAFETY:** |
| * Observe all Canterbury DHB safe work procedures and instructions * Ensure your own safety and that of others * Report any hazards or potential hazard immediately * Use all protective equipment and wear protective clothing provided * Make unsafe work situations safe or, if they cannot, inform your supervisor or manager * Co-operate with the monitoring of workplace hazards and employees health * Ensure that all accidents or incidents are promptly reported to your manager * Report early any pain or discomfort * Take an active role in the Canterbury DHB’s rehabilitation plan, to ensure an early and durable return to work * Seek advice from your manager if you are unsure of any work practice |

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| **QUALITY:** |
| * Every staff member within CDHB is responsible for ensuring a quality service is provided in their area of expertise. * All staff are to be involved in quality activities and should identify areas of improvement. * All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures. |

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| **QUALIFICATIONS & EXPERIENCE:** |
| **Essential**   * Recent personal experience as a consumer of child and/or adolescent mental health services. * An understanding, interest and commitment to mental health and to the work of the Specialist Mental Health Services. * An understanding of cultural issues as they relate to mental health. * An understanding of relevant mental health structures and issues, the range of consumer opinion and the consumer movement, or a willingness to learn about these * An understanding of resiliency and the recovery approach, and a commitment to using these in managing the challenges of working in this role. * Problem solving and negotiation skills. * Good interpersonal relationship skills supported by oral and written communication skills, including use of computer. |

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| **PERSONAL ATTRIBUTES:**  **Key Behaviours:**   * Ability to “work together” in a truthful and helpful manner. * Ability to “work smarter” by being innovative and proactive. * Accepts responsibility for actions. * Able to work independently and also as part of a team. * Self motivated and an ability to contribute to and accommodate change. * Well organised with good time management skills. |

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. Staff members may be requested to perform job related tasks other than those specified.