

POSITION DESCRIPTION

May 2019

This Position Description is a guide and will vary from time to time and
between services and/or units to meet changing service needs

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.

Organisational Vision

The CDHB's vision is to improve the health and well being of the people living in Canterbury.

Organisational Values

- Care & respect for others
- Integrity in all we do
- Responsibility for outcomes

POSITION TITLE:

Co-ordinating Consumer Advisor, Specialist Mental Health Services

REPORTS TO (Title):

Director of Allied Health, SMHS

REPORTS ON A DAILY BASIS TO:

Director of Allied Health, SMHS

PRINCIPAL OBJECTIVES

To coordinate the work of the consumer advisory team, to effectively represent the interests of service users within the Specialist Mental Health Services, by providing a consumer perspective in policy development, planning and service development, staff training and education, staff selection, service evaluation and audit, and facilitating and supporting consumer involvement in these processes.

FUNCTIONAL RELATIONSHIPS:

(Who are the customer/consumers/patients)

INTERNALLY:

1	Other Consumer Advisors
2	Consumers of Specialist Mental Health Services
3	Quality and Patient Safety Team
4	Family Advisors
5	Director of Allied Health
6	General Manager
7	Chief of Psychiatry
8	Director of Nursing and Nursing Directorate
9	Clinical Directors
10	Consumer and Carer groups
11	Service Managers
12	Other clinical and management staff

EXTERNALLY:

1	Other Consumer Advisors, regionally, and nationally through NAMHSCA
2	Non Governmental Organisations

KEY PERFORMANCE OBJECTIVES:

Task	Lead and coordinate the work of the Consumer Advisors.
Expected Result	<ul style="list-style-type: none"> • Day to day management of the team is achieved by providing direction and supervision. • The Consumer Advisory team functions constructively and effectively. • Consistent attendance of Consumer Advisors and other identified consumers at agreed meetings and staff selection interviews. • Regular reporting to Director of Allied Health on activities and current issues.
Task	Provide feedback to the Divisional Leadership Team and to other appropriate staff, on behalf of consumers, ensuring that input is gained from consumers through networking and direct contact.
Expected Result	<ul style="list-style-type: none"> • Regular attendance and participation at meetings with the Director of Allied Health , Chief of Psychiatry, General Manager, Consumer Advisors, , Family Advisors, , and other divisional meetings. • Links and networks with relevant consumers, community groups and organisations are developed and function effectively. • External organisations report effective communication. • Relevant groups and individuals in the community are able to identify the role and know how to contact the Co-ordinating Consumer Advisor. • Records maintained of community and consumer contacts. • Feedback is actively sought and acted upon. • Documented input reflecting consumer viewpoint in policy development, planning, implementation, service development and monitoring processes.
Task	Support and coordinate the provision of consumer input into the Specialist Mental Health Service, with emphasis on the impact of service provision on consumers.
Expected Result	<ul style="list-style-type: none"> • Individuals are identified who may be able to participate on various planning groups. • Individuals are provided with appropriate support within their role on those groups. • Feedback is provided about the development of consumer input into planning and service development. • The experience from membership of planning groups is used to improve consistency and efficiency of consumer input. • The Consumer Reference Group actively functions according to its terms of reference.
Task	Bring a consumer perspective to development, implementation and operation of systems and processes associated with service delivery, evaluation, review and audit.
Expected Result	<ul style="list-style-type: none"> • Provide advice and assist with the evaluation and audit of service provision. • Regular attendance and participation at meetings focussed upon SMHS wide improved service delivery.

Task	Assist in the provision of training and education, within the CDHB, so as to influence a recovery approach in service delivery.
Expected Result	<ul style="list-style-type: none"> • Education and training sessions are provided as agreed and negotiated with the Director of Allied Health and other senior staff. • Regular input in the Specialist Mental Health Services staff orientation programme. • Regular attendance and participation in divisional Training and Development activities Positive evaluations of all training and education sessions provided. • Evidence of training and education sessions delivered.
Task	Participate in staff selection processes.
Expected Result	<ul style="list-style-type: none"> • Involvement in short listing of and interviewing of senior Specialist Mental Health Services staff. • Involvement in short listing and interviewing staff on request from Service Leadership Teams. •

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 Clinical Manager if you are unsure of any work practice.

QUALITY:

- Every staff member within CDHB is responsible for ensuring a quality service is provided in there 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.

QUALIFICATIONS & EXPERIENCE:

- Personal experience as a consumer of Specialist Mental Health Services.
- Drivers' licence.
- A clear understanding, interest and commitment to mental health and to the work of the CDHB Specialist Mental Health Services.
- An understanding of cultural issues as they relate to mental health, and a commitment to bicultural service development.
- Excellent administrative, organisation and time management skills.

Desirable

- Proven management / supervisory experience.

PERSONAL ATTRIBUTES:**MANDATORY****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.
- Ability to provide inspirational and motivational leadership.
- Proven experience in developing and maintaining cooperative working relationships.
- Demonstrated problem solving and negotiation skills.
- Self-motivated and an ability to contribute to and accommodate change.
- A strong commitment to team work.

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.