

Job Descriptions

Templates

Examples only

Job Description

Full time position.

For the purpose of this job description, full time is 35-40 hours per week, or .8 full time equivalent or above.

In addition to a generic job description example, an additional section has been provided describing specifications for a position that has a focus on training and education aspects.

MENTAL HEALTH CONSUMER ADVISOR

Service: [INSERT NAME AND LOCATION]

Reports to [INSERT NAME AND POSITION]

Functional relationships with:

[ADD OTHERS AS CONSIDERED APPROPRIATE TO THE POSITION]

- Senior management
- HR manager
- Training manager
- Team leaders
- Kaumatua
- Consumer groups, advocates and networks
- Other DHB or NGO Consumer Advisors
- Other DHB or NGO Service Providers/Staff
- Community groups
- Cultural groups.

Hours of Work

40 hours per week. One full time equivalent (FTE). There may be some flexibility, but generally the hours will be worked every day of the week from Monday to Friday, during normal business hours.

Objectives of the Position

[ADD OTHERS AS CONSIDERED APPROPRIATE]

1. To work at the management level of the organisation.
2. To provide and facilitate effective consumer participation in the planning, delivery and evaluation of our services.

3. To provide and/or facilitate adequate consumer participation in the provision and delivery of training within our organisation (if the job has a training focus).

Treaty of Waitangi (Incorporate existing TOR polices)

Our organisation acknowledges and demonstrates commitment to the Treaty of Waitangi as the founding document of Aotearoa New Zealand and the status of Māori as Tāngata whenua. The Treaty is the foundation for the development of biculturalism and Māori mental health throughout our organisation.

Introduction

[PROVIDE INFORMATION ABOUT THE CONTEXT FOR AND PRINCIPLES OF THE CONSUMER ADVISOR ROLE WITHIN THE ORGANISATION]

[ADD ORGANISATIONAL STATEMENT AND/OR INFORMATION FROM THE CONSUMER PARTICIPATION POLICY]

Key Tasks and Areas of Responsibility

Generic

[ADD OR DELETE TASKS AS APPROPRIATE]

Treaty of Waitangi

Objective: To respect and uphold the Treaty of Waitangi.

Description	Performance Indicators	Other Information
Ensure the articles and principles of the Treaty of Waitangi are incorporated into all work undertaken.	Work practices demonstrate and are consistent with the organisation's commitment to the implementation of the Treaty of Waitangi. There are partnerships, consultation and shared decision making with Māori.	
Act in a culturally safe manner and ensure that consumers who participate in meetings and forums are aware of how to obtain cultural support.	Consumers are culturally safe.	<i>The Consumer Advisor is aware of and respects people's cultural beliefs and practices.</i>

Service Planning, Development and Delivery

Objective: To provide and facilitate effective consumer participation in the organisation's service planning, development and delivery.

Description	Performance Indicators	Other Information
Work with senior management, clinical and administrative staff to promote best practice in all services.	Active, regular participation in senior management discussions, meetings, planning days and forums.	<i>Includes attending regular management team, quality and auditing meetings.</i>
Lead and champion organisational values and vision based on a recovery paradigm and recovery principles.	Recovery paradigm and principles are included in the organisation at senior management level.	
Establish forums and liaison networks that facilitate consumer participation in the planning, delivery and evaluation of services.	Regular consumer attendance and involvement at forums and meetings contributes to improved development, delivery and evaluation of the organisation's services.	
Voice the needs and concerns of people who use the organisation's services to senior management and clinical staff, and advocate for the services to be improved as appropriate.	The opinions and concerns of people who use the services are communicated to the appropriate manager/s and clinicians.	<i>This may include participation in the processing of consumer complaints about the services.</i>

Description	Performance Indicators	Other Information
Consult and work cooperatively in partnership with Māori and Pacific Island consumer advisors and other employees, Kaumatua and Matua.	Service planning, development and delivery have active participation from Māori and Pacific Island perspectives and consideration for their perspectives is demonstrated.	
Promote mental health, mental illness prevention and awareness throughout the service, with a focus on initiatives that reduce discrimination associated with mental illness.	Consumer participation in activities that involve mental health promotion and mental illness contribute to increasing health and reducing discrimination experienced by consumers.	<i>Includes undertaking work that promotes a mental healthy work environment.</i>

Service Evaluation

Objective: To ensure there is appropriate and effective consumer participation in all aspects of the evaluation of the organisation and its services.

Description	Performance Indicators	Other Information
Provide a consumer perspective into service evaluation and quality improvement planning.	Participation in the development and implementation of systems for monitoring and evaluating the organisation's compliance with the National Mental Health Standard and the Health and Disability Sector Standard.	<i>There may be additional health standards and legislation that are relevant to the organisation's evaluation requirements.</i>
Actively participate in service and incident audit processes.	Attendance at meetings regarding quality improvement, critical incidents, clinical practice and risk management. Participation in internal and external audits and complaints processes.	<i>Where participation could compromise relationships with consumers and or staff the advisor may facilitate consumer participation from another consumer advisor/employee or an external consumer consultant.</i>
Ensure appropriate consumer feedback on the organisation's services is gained.	Written evidence regarding consumer opinion and satisfaction with the services is available and can be utilised for continuous quality improvement.	<i>This to include feedback on the consumer advisor's role.</i>

Workforce Development

Objective: To ensure there is appropriate and effective consumer participation in all aspects of the organisation's workforce recruitment and development.

Description	Performance Indicators	Other Information
Provide a consumer perspective to short listing and on recruitment and interview panels.	Participation in the short listing, interviewing and decision making processes for selection.	<i>If the advisor is unable to participate on recruitment and interview panels they will facilitate consumer participation from another consumer advisor/employee or an external consumer consultant.</i>
Contribute to processes related to employment of senior management staff.	Participation in the development position descriptions. Participation in the orientation of new staff to the organisation. Participation in the review of processes and information gained from exit interviews of senior staff.	<i>If the advisor is unable to participate in all employment processes they will facilitate consumer participation from another consumer advisor/employee or an external consumer consultant.</i>
Promote and facilitate staff development in respect of consumer participation.	Participation in the identification and development of workforce development strategies.	<i>This may include delivery of training presentations to orientate new and existing staff.</i>

Policy Advice

Objective: To ensure there is effective consumer participation in strategic and business planning, the development and implementation of all policies, and the preparation of proposals, submissions and papers.

Description	Performance Indicators	Other Information
Participate in policy development. Promote consumer participation in organisational policy development.	Consumer advisor involvement in annual quality and strategic planning, operational policy development and review. Organisational policies reflect the active participation of consumers.	<i>May include communication of any new policy directions and facilitation of feedback from consumers.</i>
Utilises systemic advocacy approaches and processes to further develop consumer participation at all levels of the organisation at all levels.	Increasing numbers of consumers participating in the decisions made within the organisation.	
Provide consumer advice to strategic and planning processes.	The strategic and business plans have a consumer perspective.	

Description	Performance Indicators	Other Information
Participate in the preparation of submissions to external government policy and agencies.	Submissions from the organisation include a consumer perspective.	<i>This may include participation in preparation of submissions from external groups in partnership with consumers across the mental health sector.</i>

Networking and Relationship Development

Objective: To ensure people who use the services and other key stakeholders have a process for receiving and sharing information, and participating in activities relating to the service.

Description	Performance Indicators	Other Information
Maintain links, and act as a liaison person, between the organisation, consumers, and consumer services/groups/networks. Meet and liaise with others in similar consumer orientated roles.	Useful links are established and maintained with consumers and consumer groups that exist in the area and where possible, regionally and nationally. Consumers are informed regarding organisational issues and where possible, their feedback is obtained. Regular participation at consumer network meetings is evident. Consumer advisor has access to peer support.	
Inform consumers about services and ensure that consumers have enough information to access these services.	Consumers are informed of what services are available and how to access them.	<i>This may include that consumers are informed of their rights when accessing services and how to give feedback and how to make a complaint.</i>
Meet and liaise with others in similar consumer orientated roles.	Consumers are informed regarding organisational issues and where possible their feedback is utilised by the services. Regular participation at consumer network meetings is evident. Peer support is facilitated and utilised by the consumer advisor.	
Promote ongoing relationships between the organisation, and other mental health services and community services.	Functional relationships with key stakeholders are evident.	

Professional Development

Objective: To maintain and extend the knowledge and skill base required to effectively carry out the requirements of the position and develop a career pathway.

Description	Performance Indicators	Other Information
Be proactive and use initiative to identify professional development needs. Participates in annual performance appraisal.	Utilises performance and training needs assessment tools effectively. Negotiates with manager to attend appropriate education and training.	<i>Professional development may also involve reading relevant literature, discussions with peers or mentors and seeking other resources.</i>
Undertake regular supervision (internal and external) as appropriate to the position and address any work based issues as they arise.	Supervision is accessed at least monthly. The consumer advisor's personal and professional safety needs are apparent, monitored and maintained. Issues are acknowledged and risk areas are managed appropriately.	<i>There may be times when supervision occurs other than monthly. Internal supervision = line management, administrative and organisation-focused. External supervision = personal/professional balance, independent and offering an outside perspective.</i>
Participate in peer support opportunities that are available.	Links with peers are maintained. Peer support is accessed and its benefits are apparent. The integrity of the advisor's consumer perspective is maintained.	

Reporting and Accountability

Objective: To implement and maintain effective processes for reporting on the job and identifying and addressing any issues that arise in the course of the work.

Description	Performance Indicators	Other Information
Develop and implement a yearly work plan.	The advisor has a current yearly work plan and can use it effectively in their work performance.	
Keep adequate and appropriate documentation.	Written documents and records are evident and are stored in an appropriate and retrievable manner.	

Description	Performance Indicators	Other Information
Provide timely and concise reports. Regular face-to-face meetings are held with the manager.	A monthly operational report is submitted to the manager, which identifies progress made against the work plan, current issues and suggestions on how to resolve the issues. Record keeping and statistical requirements as defined by the organisation are met.	<i>The role of consumer advisor is complex and at times demanding. As such the objective of reporting is not to add unduly to the advisor's workload but to enable sound recording of work and any issues that arise so helpful decisions can be made.</i>
Manage and be accountable for a designated consumer budget and cost centre.	Expenditure remains within budgeted amounts. Budget issues are managed and reported on in a timely and regular manner.	<i>This task may only apply to a senior consumer advisor position.</i>
Contribute to internal information and communication processes as and when appropriate.	Regular articles for the organisation's newsletter are submitted as appropriate.	

Training and Education

Objective: To ensure training within the organisation is developed, delivered and evaluated with consumer participation.

Description	Performance Indicators	Other Information
Involvement in the development, and where appropriate, delivery of education and training that promotes consumer participation in the organisation.	The consumer advisor attends and participates in staff orientation and ongoing training events.	
To provide training for adult mental health service staff and communities regarding the purpose and value of consumer participation and how this can be achieved.	Training packages are developed to meet the stated training aims and a minimum of [INSERT NUMBER] training modules are delivered annually. Staff are aware of and support the role of consumer advisor and consumer participation.	
Responsible and accountable for development of competencies for mental health staff to measure the performance of staff in relation to a consumer participation focus.	Consumer participation competencies are available for all staff.	
Provides support and guidance to senior staff and team leaders in their performance management process.	Consumer participation is evident and support is provided as appropriate.	

Description	Performance Indicators	Other Information
Ensures follow up occurs for specific performance issues in relation to training and needs assessment.	Follow up system is developed and implemented effectively.	

Acceptance of the Job Description

Signed:

Employee

Employer

Date: