

Supporting Families in Mental Illness Top of the South Regional Alliance Family Advisor Job Description for Nelson and Marlborough

Purpose:

To provide a family/whanau advisory service that works in partnership with mental health and addictions staff and consumer advisors to ensure there is family and whānau involvement in mental health and/or addiction services, and to provide a family and whānau perspective for service development, planning, implementation, evaluation, policy and procedures, serious incidents, and sentinel event processes and recruitment

Objectives:

- Actively promotes the ongoing development and utilisation of family expertise in the mental health service.
- Effectively reflects and communicates the needs, interests and rights of families by providing or facilitating a family and whānau perspective in planning, policy development, service development and monitoring
- Collaborates and consults with families and whānau, family and whānau support services and relevant local, regional and national groups / forum, in order to inform the family and whānau perspective within mental health services.
- Provides education and training to the staff of mental health and/or addiction services around how to work with and engage families.
- Where appropriate, provides a perspective from the lived experience as family or whānau of someone with a mental illness and/or addiction.
- Acts as a liaison, between staff, and families and whānau, following a sentinel event, serious incident or complaint.
- Is responsive to cultural and age specific issues where appropriate.

Responsible to:

- Manager Supporting Families in Mental Illness Nelson

Functional Relationships with:

- Manager and staff of Supporting Families in Mental Illness
- NMDHB Mental health and addictions managers and Consumer advisors
- Clinical Directors of Mental Health and Addictions services
- Maori mental health team
- Family and whanau of people who have used mental health and addictions services
- District Inspectors

Primary Tasks and Expected Outcomes:

Family whanau forums:

- Coordinate family whanau forums as required across the district, including Tasman, maintain minutes of the meeting and follow up issues raised with relevant parties and feedback to forum

Family Whanau Representation:

- Liaise regularly with staff of SF Nelson to seek family whanau feedback
- Liaise with the Maori Health Hub to seek and pass on whanau feedback
- Liaise regularly with Consumer Advisor
- Liaise with NMDHB senior leadership and/or management teams as appropriate – pass on family/whanau Feedback/ trends
- Individual managers of services as required
- Consult with Family Advisory service regionally, nationally to keep up to date with and inform the family perspective

Education

- Assist mental health and addiction services to utilise, maintain and update the ASK walls
- Provide education and training to mental health and addiction staff about engaging with families and whanau and involving them in their family members care, as required

Quality Assurance

- Active participation at NMDHB quality assurance meetings

Serious Events Liaison

- Familiarity with the mental health service complaints, reportable event and sentinel process
- Available to act as liaison between family and staff following a sentinel event, serious incident or complaint

Management report:

- A monthly report outlining activities and achievements is to be provided to the Manager of SF Nelson by the 5th of the following month.

Qualifications and experience:

Desired Qualifications:

- Tertiary level qualifications or equivalent in either health or management
- Knowledge and understanding of the principles of Te Tiriti o Waitangi

Experience:

- Personal experience as a close family whanau member of a service user with a mental illness and/or addiction and in this context, have had substantial contact with mental health services
- Ability to listen, comprehend, facilitate, negotiate, follow procedures and resolve family issues
- Sound group facilitation and presentation skills
- Have a family whanau focused understanding of the role that family/whanau play in recovery
- Excellent communication skills
- Sound computer skills