



Consumer and Carer Representatives

The East Metropolitan Health Service is seeking one consumer and one carer to join the monthly Mental Health Emergency Response Line (MHERL) team meetings to improve the state-wide telephone service, which also includes both MHERL and, the equivalent crisis line for regional areas, Rurallink.

The consumer and carer representatives will support the team to review service performance, to influence and contribute to service improvement decision making and ensure that MHERL is meeting the needs of the consumers and carers for whom it is intended.

The MHERL consumer and carer representatives, will:

- sit as a consumer or carer representative on the monthly MHERL Team Meetings and provide a consumer perspective
- work with MHERL clinicians to ensure MHERL and Rurallink care delivery is recovery-oriented
- review de-identified MHERL data and provide a consumer/carers perspective on this, making suggestions for service improvement
- promote and support the MHERL team to develop its work in partnering with consumers and carers
- support and advise the MHERL team consumer engagement portfolio holder(s)

We understand that some rural and other applicants may be unable to attend meetings in person so virtual attendance will be supported.

Remuneration

Consumer and carer representatives will be paid an hourly rate of \$37.50 and be given a minimum two hours face-to-face involvement)

Time Commitment

Successful applicants will attend the monthly MHERL Team meeting (two hours per month) for a 12-month term.

Skills and Experience

Required

- Prior experience as a mental health consumer or carer representative.
- Lived experience of accessing MHERL and/or Rurallink.
- The ability to express views to others and negotiate respectfully for positive outcomes.
- Basic IT literacy skills and access to a computer with internet, for online attendance.
- Experience in reviewing data and understanding how it links to service performance.

Desirable

- A connection to mental health consumer or carer lived experience groups, networks, or other groups with linkages to diverse populations or the local community. People with a disability, from culturally or linguistically diverse backgrounds or who identify as Aboriginal; sexual, gender or bodily diverse (LGBTIQ+) or who have lived experience of a range of mental health conditions and/or alcohol and other drug issues, will be viewed favourably.



Application Requirements

Please complete the online [Expression of Interest form](#).

Applications close 9am on Monday 4 October 2021. A paper form is available on request.

For more information about the role or support to apply, please contact Kirstie Kemble on 0466 507 573 or email MHERL.ReviewProject@health.wa.gov.au.

Shortlisted applicants will be interviewed and successful applicants will be reference checked prior to appointment.

Successful applicants will be required to undergo a National Police Clearance, provide immunisation records and work in accordance with the EMHS Volunteer Policy and WA Health confidentiality requirements.