

Employee Position Description

Position Details				
Position Title: Peer Support Worker – Medication Support & Recovery Service	Department: Alcohol and Other Drug team	Agreement: Community Health Centre (Stand Alone Services) Social and Community Service Employees Enterprise Agreement 2017		
Reports To: Manager, Alcohol and Other Drugs	Location: Based at Hawthorn with travel to other EMPHN locations as required			
Direct Reports: Nil	Employment Status: Part time, fixed term until June 2020 (22.5hrs per week)	Classification: Welfare Worker (classification and year depending on skills and experience)		
Position Primary Purpose				
<p>Organisation Background: AccessHC is a community health service operating in the Cities of Boroondara, Manningham and Yarra offering a range of medical, health and community services.</p> <p>AccessHC is a not for profit organisation with caring at its centre. Employing over 300 staff, our mission is to build healthier lives together with our communities and deliver excellent health services for all. A high priority is placed on improving the quality of our clients' lives, through health education, health promotion and the delivery of integrated services. Whilst the majority of services are provided through funding from Federal and State Government programs, private practitioners also operate at the clinical sites.</p> <p>AccessHC maintains the following values:</p> <ul style="list-style-type: none"> • Collaboration – We work together to achieve our goals • Respect –We work with courtesy, empathy and encourage inclusiveness and sharing of ideas • Equity – We believe everyone is entitled to good health • Innovation – We drive innovation for better care • Quality – We strive to be the best at what we do <p>Medication Support and Recovery Service</p> <p>The Eastern Melbourne Primary Health Network (EMPHN) has been funded by the Commonwealth Department of Health to commission and coordinate localised responses to AOD issues in the EMPHN catchment. Connect4Health, with AccessHC as the lead agency, has been commissioned by the EMPHN to address two key priority areas in the catchment: reducing avoidable hospital admissions relating to AOD use and reducing avoidable deaths due to AOD overdoses.</p> <p>To achieve these goals, Connect4Health has developed an AOD service to address problematic pharmaceutical misuse in the community: the Medication Support and Recovery Service (MSRS). This program is a collaboration between Connect4Health Alcohol and Drug Services and AccessHC as the lead agency.</p>				
<p><i>This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.</i></p>				
Version No: 1	Last Updated: November 2019	Author: <i>Beth Locke</i>	Approved By: <i>Tamsin Short</i>	Page 1 of 7

The MSRS provides specialist assessment, therapeutic counselling, medical support, peer support and care co-ordination for individuals and families affected by pharmaceutical dependence and misuse across the **EMPHN** catchment.

The MSRS team consists of therapeutic counsellors, specialist nurses, peer support workers, project officers and a project co-ordinator. The **Peer Support Worker – MSRS** will sit in the broader Alcohol and Other Drug service at Access Health & Community, supported by the Manager and Senior Clinician.

AccessHC Alcohol and Other Drug Services

AccessHC is part of the Connect4Health consortium, a partnership of the three community health services in the Inner East; Access HC, Carrington Health and Link Health and Community. In 2016 Connect4Health, with AccessHC as the lead agency, established a co-ordinated response to alcohol and other drug use in the region. This work is supported by the Executive Director of AOD Services (Connect4Health).

AccessHC is also part of the ECADS and EDAS consortia which provides State and Federal-funded AOD services to youth, adults and families in the Eastern Metropolitan Region.

The Alcohol and Other Drug Service at AccessHC offers a number of specialist AOD services to the community, funded by the State and Federal Government.

These include:

- Specialist support and treatment for individuals and families affected by medication/pharmaceutical misuse.
- Therapeutic counselling, non-residential withdrawal, care & recovery co-ordination and brief interventions for adult clients.
- Youth AOD counselling and outreach for clients aged 12-25.
- Forensic assessment and treatment services for youth and adults.
- Family counselling support for family/friends affected by someone else's substance use.
- Specialist AOD treatment services for Veterans.
- Peer Support services for families and individuals.
- On-site Needle and Syringe Programs (NSP) to promote harm reduction for clients who are injecting drugs.
- Pharmacotherapy services with AccessHC GPs.

As an AOD service based in a community health centre, we are also able to link our clients with a range of free and low-cost health services, including GPs, nurses, allied health and dental services.

Connect4Health Consortium

The Connect4Health consortium believes better outcomes can be achieved by acting in partnership rather than alone. Its partners recognise that each service has a unique contribution to make to their own communities. The consortium aspires and works to improve the health and wellbeing of our four communities, by reducing the burden of disease through collaborative effort. We are committed to assisting our communities to maximise social inclusion for all.

The respective Board and Chief Executives have developed a comprehensive action plan to guide this work in a planned and strategic way. This ensures that outcomes of our collective efforts are maximised, resources utilised efficiently and that activity is constantly monitored and evaluated.

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The consortium closely aligns with our organisational core values of working in partnership with like-minded services to deliver high-quality, cost effective services for those most vulnerable in local communities. There is a strong commitment to combined purpose and accountability in this model, and we are proud to have taken this important step.

Position Summary:

The **Peer Support Worker – Medication Support & Recovery Service (MSRS)** will provide practical and emotional support for clients and their families whose lives are significantly impacted as a result of pharmaceutical/medication misuses. This role provides the opportunity to share your experiences of recovery or role as a carer of someone with a substance use issue to engage and empower participants, their families, clinicians and the community to ultimately improve outcomes for clients and families/loved ones engaged in the MSRS.

The **Peer Support Worker – MSRS** will play an integral role in the MSRS program and the wider AOD team at AccessHC. **The Peer Support Worker – MSRS** will draw on their own lived experience of recovery from medication misuses or a carer to instil confidence and hope in others about the journey of recovery through a variety of individual and group interventions. They will also engage with the MSRS partner agencies and the wider service system to establish relationships and referral pathways into MSRS treatment and peer activities.

The position will be based at Access Health and Community (AccessHC) at our Hawthorn site. There will be a requirement to travel to other sites in the EMPHN catchment. There may be a requirement to provide some after-hours services as part of this role.

Decision Making Authority	Key Relationships
<p>Decisions made independent of Manager</p> <ul style="list-style-type: none"> Formulation of peer support group programs and resources 	<p>Internal</p> <ul style="list-style-type: none"> Engage in regular clinical supervision with Senior Clinician, AOD Engage in regular operational supervision with AOD Manager Collaborate with MSRS and wider AOD clinicians to input into shared care practices for clients with complex needs and co-occurring conditions Maintain professional and collaborative internal relationships with AccessHC Mental Health team and Mental Health peer workers <p>External</p> <ul style="list-style-type: none"> Assist in liaising with external stakeholders, promoting and representing the MSRS and wider peer programs where required Participate in relevant networks, including Eastern Peer Support Network

Key Accountabilities

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Focus Areas	Responsibilities
Direct support	<ul style="list-style-type: none"> • Provide individual peer support through engagement, brief interventions, outreach and post-treatment aftercare as required to individuals, carers and families who lives are affected by pharmaceutical/medication misuse • Encourage and facilitate referrals and supports for clients into MSRS treatment services, internal and external services, carer support groups and education • Collaborate with the client's treating clinicians to input into shared care/care-coordination plans for clients with complex needs and co-occurring conditions • Complete clinical notes and data entry for the purpose of risk management and reporting as per AccessHC policies
Group program delivery	<ul style="list-style-type: none"> • Establish and facilities at least five peer support programs across the EMPHN catchment with a focus on medication misuses and recovery • Develop and deliver content for closed, therapeutic or psychoeducation peer groups as required • Lead or co-facilitate open and closed groups for individuals or families • Assist in the general review and evaluation of the group programs • Develop strong community and sector connections to support improved participation in group programs
Community Engagement and Networking	<ul style="list-style-type: none"> • Actively promote MSRS services and other AOD/health supports available across AccessHC and partner sites • Attend external AOD services (such as residential withdrawal services) to deliver peer support and education sessions on medication misuse and the lived experience, and discuss referral options with clients • Engage with GPs, health services, attend community development forums and participate in community development activities • Represent MSRS and partner agencies at local, regional and state-wide networks, forums and presentation as appropriate • Develop relationships and referral pathways with key stakeholders such as GPs, pain clinics and specialists, pharmacists, WorkSafe/TAC and pharmacotherapy prescribers • Contribute to relevant community networks and the development of the MSRS and wider AOD services across AccessHC and partner agencies and sites
Integration with Access Health & Community	<ul style="list-style-type: none"> • Actively participate and contribute to AccessHC service integration activities as requested by the Project Manager or Senior Manager of Mental Health and AOD Services • Represent the service as required in a professional, courteous and empathic manner
AccessHC Values	<ul style="list-style-type: none"> • Through actions and behaviour, demonstrate AccessHC Values of: <i>Collaboration, Respect, Equity, Innovation and Quality</i>
Governance and Compliance	<ul style="list-style-type: none"> • Act in accordance with AccessHC's policies, procedures and code of conduct. • Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position. • Participate in mandatory training requirements to support the delivery of a safe and effective service.
	<ul style="list-style-type: none"> • Act in accordance with health and safety policies and procedures at all times.

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Key Accountabilities	
Focus Areas	Responsibilities
Workplace Health and Safety	<ul style="list-style-type: none"> All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

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Selection Criteria

- Standard selection criteria items**
- Police Check
 - International Police Check
 - Working With Children Check
 - Driver's Licence
- Qualifications, registrations and experience**
- Identify as having lived experience of pharmaceutical/medication misuse and demonstrate current stability in your recovery OR identify as a family member/carer of someone with pharmaceutical/medication misuse
 - Be willing to effectively, respectfully and appropriately use your lived experience of substance use issues in your everyday work
 - Experience and confidence to co-facilitate a peer support group, identify any risk issues and seek support from clinical staff where required
 - Understanding of principles of confidentiality, and rights and responsibilities of clients/consumers within a community health context
 - Experience in speaking at or delivering community education or community engagement events
 - Demonstrated experience engaging with a range of stakeholders including GP and health services, AOD services, consumers and community groups
 - Completion of, or enrolment in formal studies in AOD/MH/peer work or similar training
 - Sound computer skills, proficiency in the use of Microsoft Office and other software programs

- Key skills and attributes**
- Strong communication and interpersonal skills
 - Demonstrated ability to relate to people from a diverse range of social, cultural and ethnic backgrounds
 - Commitment to continuous quality improvement and health promotion principles
 - Effective time management and prioritisation skills
 - High level of cultural sensitivity and awareness
 - Demonstrated ability to work in a team environment
 - Demonstrated behaviours consistent with AccessHC values

AccessHC is a Child Safe Organisation.

AccessHC actively supports an inclusive culture and celebrates its diversity. We encourage applications from people with disabilities, diverse genders and sexualities, Aboriginal peoples and people from a culturally and/or linguistically diverse background.

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Authorisations

Employee Name:

Signature: _____

Date: / /

Manager Name:

Signature: _____

Date: / /

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