

Position Description



Position Title:	Royal Commission Peer Support Worker
Reports to:	Royal Commission Team Leader
Department:	CORE
Position Type:	18 month contract position 0.6 FTE
Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 Community Development Worker SCHADS Level 4.1

About VMIAC

VMIAC is the peak Victorian non-government organisation for people with lived experience of mental health or emotional issues. VMIAC provides individual, group and systemic information and advocacy along with specialist peer support, research and evaluation, education and training.

Our vision is a world where all mental health consumers stand proud, live a life with choices honoured, rights upheld, and these principles are embedded in all aspects of society.

www.vmiac.org.au

Position overview

The Royal Commission Peer Support Worker will provide resources, information and support individually and collectively to consumers seeking to participate in the Victorian Royal Commission into Mental Health Services and the Disability Royal Commission. The Peer Support Worker will ensure VMIAC provides a timely, responsive service to individuals and communities across all aspects of the commission's activities promoting self-advocacy, community learning, and the coproduction of resources and training for and by people with a lived experience of psychosocial disability.

THIS IS A LIVED EXPERIENCE, CONSUMER POSITION:

Applicants must have lived experience of mental health problems or emotional distress and or be a consumer of mental health services.

Support and development

VMIAC will provide regular consumer-perspective supervision and mentoring to the person in this role. All VMIAC roles include training and development opportunities, which can include the development of leadership and other required skills and attendance at conferences.

Working Relationships

Internal	External
CEO	Consumers and consumer groups
Royal Commission Team Leader	Mental health and NDIS services
Rest of Team VMIAC as required	Community organisations

Specific Responsibilities

Information and Education

- Develop and present informative and educational support programs and resources for a range of audiences via multiple mediums interfacing with media platforms
- Work closely with VMIAC's NDIS team to ensure that support is available and responsive to consumer's needs
- Develop and facilitate workshops for people living with psychosocial disability to respond to the Royal Commissions
- Develop and facilitate self-advocacy training, promoting participation
- Develop and facilitate resources co-designed with CALD & LGBTI communities
- Promote an understanding of VMIAC's role within communities
- Maintain administrative and IT data recording requirements with timely reporting against all identified reporting requirements.

Support

- Answering of calls and enquiries, providing assistance and support where possible;
- Provide intake and triaging of commission related calls and enquiries from members of the community, assessing and categorising the urgency of calls and allocating the correct resource and response times to ensure all callers receive a timely follow up and support.
- To respond quickly and in efficient manner to commission enquiries from consumers providing information, resources and one on one coaching and support regarding matters relating to the commissions
- Meeting with and delivering one on one support and coaching on matters relating to the commissions for consumers in rural communities on an arranged basis

Teamwork and Communication

- Support the Implementation of strategic projects as directed
- Attend monthly staff meetings
- Contribute to the team meetings and other forums as appropriate providing information and feedback
- Embrace the Code of Conduct working to create a safe, supportive and happy workplace
- Respecting boundaries, provide peer support to colleagues where it is safe to do so
- Actively contribute to Workplace Health and Safety by taking reasonable care for personal health and safety and that of others in the workplace; raising suggestions and concerns as they arise to ensure a safe work environment for employees, consumers and visitors.
- Complete tasks as assigned and requested by management.

Summary of Key Result Areas

Key Result Areas	Key Performance Indicators
Information	<ul style="list-style-type: none"> Evidenced ongoing and updated research ensures VMIAC remains current and up to date with the Commissions All materials produced meet legal and ethical requirements and VMIAC standards Required reporting meets designated timeframes
Education	<ul style="list-style-type: none"> Develop and deliver support programs, resulting in measurable increased understanding and engagement with the commissions Complete an agreed and designated number of engagement activities monthly Review and evaluate activities at completion to ensure continuous quality improvement recommendations in reporting
Support	<ul style="list-style-type: none"> Provide one on one support and coaching to commission participants at all points of the commission's work engage with multiple participants in a timely and productive approach
Teamwork and Communication	<ul style="list-style-type: none"> Reflect VMIAC values in supporting a collaborative work environment Maintain open communication and active support in achieving shared goals Maintain clear records of interactions within VMIAC's Community Data Base

Skills, Competencies, Behaviours and Requirements

Essential licence, qualification or registration requirements

1. Lived experience as a consumer of mental health services and knowledge or experience of issues facing consumers of mental health services is essential for this role
2. A current Victorian Driver's Licence and is prepared to travel for work purposes
3. Current Police Check and Working with Children Check

Essential skills, competencies and behaviours

- Experience in delivering peer support to mental health consumers
- Higher level IT knowledge and skills interfacing with a range of social media platforms.
- Experience of communicating, collaborating and representing a diverse range of people, including those with cultural and linguistic diversity and LGBTI communities.
- A proficient and engaging presenter, with experience facilitating and delivering to a wide range of audiences.
- Outcome focused with considered initiative and commitment to quality customer service.
- Demonstrates an open, collaborative and positive approach with ability to develop good relationships.
- Demonstrates a dedicated work ethic and role models a responsive and flexible "can do" attitude.
- Organised with effective prioritisation and planning of work, to meet deadlines.
- Strong written communication and administration skills meeting reporting requirements.

- Demonstrates a strong commitment to social justice and social inclusion.
- Demonstrates a firm understanding of service sectors and the challenges people with a psychosocial disability may face.
- Demonstrated ability to apply legislation, policies and guidelines.
- Ability to work both autonomously and within a team; accessing appropriate consultation, mentoring and supervision.
- Capacity to engage with challenging emotionally charged personal accounts of life experience, traumas and abuses
- Confidence to know personal emotional needs and to seek relevant supports in a timely manner

Non-essential requirements

- Completion of Intentional Peer Support training, or other equivalent training
- Relevant certificate or degree qualifications, e.g., in health, education or community development

Equipment:

- Use of company vehicle for business purposes

Special Conditions:

- Rural travel outside core business hours is inherent in VMIAC roles and is required state-wide to meet with service providers, agencies and communities.

Employee Signature: _____ Date: ____/____/____

CEO Signature: _____ Date: ____/____/____