

Position Description

Peer Support Worker YFlex – Youth Severe Mental Health Service

Section A: Position Details

Position title:	Youth Peer Support Worker
Employment Status	Part Time (0.5 FTE)
Classification and Salary	CSD Level 2 from \$61,529 - \$66,116 pa (pro rata) dependent on skills and experience
Location:	Based in Mill Park
Hours:	Between Monday and Friday 9:00am - 5:30pm
Contract Details:	Maximum Term Contract until 30 June 2021

Organisational Context

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness and psychiatric disability to improve their health, live independently and pursue a life based on their own strengths, values and goals. We provide services in more than 50 locations, ranging from the inner-city and suburbs to regional and remote parts of Australia. Our vision is for full citizenship for all people living with a mental illness in Australian society. Our mission is to improve mental health and wellbeing in local communities across the country. We believe that recovery is an individual process and that with the right kind of support everyone can live a life based on their own strengths, values and goals for the future. We use an approach called the Collaborative Recovery Model (CRM) to support people through our services. The CRM assists individuals to identify their personal strengths and values, to set goals and then helps them make progress towards achieving them.

We are a smoke free organisation.

YFlex - Youth Severe Mental Health Service

YFlex (Youth Severe Mental Health Service) is for young people aged 12-25 with, or at risk of, severe mental illness who live in/have links to the East Melbourne PHN catchment areas of Whittlesea and including parts of Mitchell and Murrindindi Shires. Priority access will be given to those who are facing significant barriers to accessing mental health services, are geographically isolated, or have lack of service options, and are from diverse backgrounds.

YFlex delivers recovery-focused support with integrated clinical care that will maximise early intervention for young people who are hard to reach, aiming to minimise interruption to their developmental trajectory and community participation. The focus will be on re-initiating and maintaining engagement with education, employment, leisure, family and social networks through the provision of strong, relational engagement and active outreach. Fostering trust will enable exploration of young people's strengths and aspirations, along with effective evidence-based psychosocial strategies to enable goal-directed change. The intention will be

to reconnect the young person with mainstream health, mental health and community supports as soon as they are ready, with capacity for rapid re-engagement if required in the future.

Position Overview

The Peer Support Worker (PSW) is an integral member of the inter-disciplinary team and will draw on their lived experience of recovery from mental illness to instil confidence and hope in young people and their own individual journey of recovery. As a PSW you will work collaboratively with young people to support them in their recovery from a lived experience perspective. There may be opportunities to develop and co-facilitate groups where there is enough interest from young people. The Peer Worker role also provides consultation and advice to the YFlex team from a peer perspective.

Whilst the PSW role may vary slightly from site to site, PSWs are an important element to the collaborative team approach and bring the wisdom of the lived experience perspective to many aspects of service delivery including intake assessments, service promotion, group programs and clinical reviews. As with other Neami staff, PSWs are supported with staff development and training, team meetings and regular supervision. PSWs will work as part of an inter-disciplinary YSMH staff team consisting of a Service Manager, Allied Health Clinicians, Mental Health Workers and a psychiatrist and will provide intervention support and facilitate service access for young people.

Period of Employment

Maximum Term Contract until 30 June 2021, subject to a 6-month probationary period.

Accountability

The Youth Peer Support Worker is accountable to the Youth Severe Mental Health Service Manager.

Conditions of Employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – Consumer Service Delivery Level 2 from \$61,529 - \$66,116 p.a depending on skills and experience.

A number of benefits are available to staff, including generous salary packaging with rewarding NFP fringe benefit tax exemptions.

Core requirements prior to any offer, or commencement of employment:

Police check	Criminal record checks are mandatory for all new appointments. Neami National will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant (~\$159.00).
Working with Children check	A valid Working with Children check must be supplied by all new employees (employee responsibility).
Car license	A valid Australian driver's license (P plate or above) must be supplied by all new employees.
Right to work within Australia	You must maintain a right to work in Australia, in the position and location of employment during your employment with Neami. You must comply with all terms of any such grant of a right to work in Australia.

Section B: Key Responsibilities

Bringing your lived experience, knowledge skills and abilities

- Engage with young people and develop trusting and professional relationships that respect worker / consumer boundaries
- Seek to learn about the young person's interests, their connections with family and friends, and work with the consumer in building their capacity to be part of their community
- Provide emotional support to young people by constructively applying lessons learnt through your own lived experience, i.e. be a bearer of hope that recovery can and does occur
- Draw upon your understanding and belief in strength based, recovery orientated models of service
- Provide opportunities to discuss problem solving strategies, reflecting on helpful and unhelpful behaviours
- Assist other staff members in the development and regular review of the young person's individual recovery plan
- Work as part of an interdisciplinary team in assisting young people to engage with the practices associated with the Collaborative Recovery Model, i.e. assisting the consumers in values and strengths identification and clarification, assisting the consumer to complete tasks as part of goal striving

Participate fully as a team member

- Cooperate closely with team members in order to ensure continuity of care and provision of a comprehensive service to consumers
- Actively participate in reflective practice through team meetings, decision-making processes, service planning sessions, supervision and staff development activities
- Contribute to the further development of best practice by informing policies and project submissions effectively drawing upon your personal experience of mental illness
- In consultation with consumers, contribute to regular evaluations of the effectiveness of the service

Maintain records and resources

- Collect, collate, and maintain data on consumer contact
- With team members collect information on community resources

Section C: Key Competencies

Creating diverse staff teams

The values, skills, attributes and commitment of our staff are key to our success and reputation as a national mental health service that provides high quality support services to people living with a mental illness.

We are strongly committed to further developing and diversifying our work force as part of our strategic directions.

We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds.

Further depth is brought by those from diverse cultural backgrounds, Aboriginal staff, and those with lived experiences of mental illness and recovery, all of whom are strongly encouraged to apply for any roles that match their skills and interest.

The following competency criteria will support and inform our selection decision:

Adhering to principles and values

- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness responsibility and hope
- Demonstrates integrity and credibility, and fosters open honest communication
- Demonstrates commitment to the organisation and its values, and a belief in recovery and self-empowerment
- Can articulate, apply and integrate the values of peer support work, and uphold Neami's values

Relating to people and building connections

- Adapts to the team and contributes to a positive team dynamic
- Listens, consults others and communicates proactively
- Develops and openly communicates self-insight, such as an awareness of own strengths and areas for development
- Establishes respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Gains agreement and commitment from others by engaging and gaining respect
- Building a sense of equality between PSW and consumer

Communicating and facilitating

- Speaks clearly, fluently and honestly to engender trust
- Demonstrates awareness of, and ability to regulate own emotional reactions
- Adapts communication style to meet the needs of others, and identifies changing needs within a group
- Engages a diverse range of people, and facilitates groups with skill and confidence, actively working to create an equal environment
- Produces new ideas, approaches or insights in developing and using one's narrative of Lived Experience of recovery
- Produces a range of examples of Lived Experience of recovery to support and deepen a consumer's understanding of the recovery journey
- Can creatively tailor group activities to engage and meet the needs of participants
- Plans, uses and continually reviews self-disclosure in a purposeful, meaningful and safe way

Planning, organising, and problem solving

- Manages time effectively
- Efficiently sources and organises resources required for a task
- Is accountable and proactive about reviewing progress and outcomes
- Accepts instructions from others and understands and respects constraints within an organisation
- Exercises common sense in making judgments and seeks solutions to problems

Adapting and responding to change and coping with challenges

- Adapts to changing circumstances quickly and responds to the reactions and feedback of others
- Adapts interpersonal style to suit different people or situations, and shows confidence in managing change
- Shows respect and sensitivity towards diversity
- Deals with ambiguity, making positive use of the opportunities it presents
- Maintains a hopeful and positive outlook during challenging times at work
- Demonstrates the ability to self-reflect, using reflection as an opportunity to learn
- Demonstrates confidence and willingness to seek support

In addition you will need:

- Computer literacy and written communication skills
- Lived experience of mental illness and demonstrated experience of recovery
- Experience of the public or private mental health system
- Demonstrated experience in facilitating groups, including the ability to prioritise different needs within a group