

Position description

Peer Support Worker – Continuity of Support

Section A: position details

Position title:	Peer Support Worker - Continuity of Support Program
Employment Status:	Full Time
Classification and Salary:	CSD Level 2 from \$63,670- \$68,264 pa (pro rata) dependent on skills and experience
Location:	Adelaide CBD
Hours:	To be negotiated (within office hours: Monday to Friday 08:30 – 17:00)
Contract details:	Maximum Term Contract until 30 June 2022

Organisational context

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness, psychiatric disability or who are homeless 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.

Position overview

The Peer Support Worker position is an exciting position aimed to provide a client-led recovery-oriented, trauma-informed, strengths-based intervention mental health support model primarily through the delivery of group wellbeing programs. The PSW will provide group (80%) and individual (20%) support, emphasising individual recovery needs and integration with clinical services to people with complex mental health issues, reducing stigma and increasing mental health literacy and self-care in the community. PSWs provide a range of rehabilitation and support to consumers, tailored to meet their individual needs.

Peer Support Workers are integral members of the team and draw on their lived experience of recovery from mental illness, to instil confidence and hope in others about the journey of recovery. You must have a lived experience of your own mental illness and a rich understanding of your own processes of recovery. You must be willing to purposefully use your own story to help others further their own understanding of recovery.

Operating autonomously, the Peer Support Worker's responsibilities will include:

- Planning and delivering Psychosocial group programs to people who previously received support from Partners in Recovery (PIR), Support for Day to Day Living in the Community (D2DL) and Personal Helpers and Mentors (PHaMS) who are ineligible to receive services under the National Disability Insurance Scheme (NDIS). Being creative to make content accessible for a variety of audiences and needs. Co-facilitating programs with a group of 10-12 people.
- To provide individual one to one psychosocial support services which focus on consumer – determination, empowerment, hope and belief that recovery from a mental illness is possible. Period of employment

The Continuity of Support program (CoS) is designed to provide ongoing support for eligible clients. The COS program will provide psychosocial support for this cohort of clients with severe mental illness who may have an episodic rather than permanent psychosocial disability. The objectives of this funding initiative are to:

- Increase personal capacity, confidence and self-reliance
- Increase social participation
- Streamline access to appropriate services
- Provide flexible and responsive support at times of increased need

Consortium context

The Wellness Connect consortium is a group of mental health and community service providers, consisting of:

- Neami National
- Mission Australia
- Community Access and Services SA (CAaSSA)
- Uniting Care Wesley Bowden (UCWB)
- Life Without Barriers (LWB)

The organisations have built upon existing strong partnerships in the primary health and community service sectors.

The Adelaide Primary Health Network have commissioned the Wellness Connect consortium to provide Continuity of Service Program (CoS) across metropolitan Adelaide. The CoS service is a client-led, flexible, recovery-oriented, trauma-informed, strengths-based model of service and focuses on connection, health literacy and building other essential skills.

Duration of employment

Maximum term Contract until 30 June 2022, subject to 6-month probation period.

Accountability

The PSW is accountable to the CoS Senior Practice Leader.

Conditions of employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – Consumer Service Delivery (CSD) Level 2, dependent on skills and experience. A number of benefits are available to all 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
Working with Children & Vulnerable Persons check	Working with Children and Vulnerable Persons check required before commencement of work (employee responsibility)
Driver licence	A valid Australian driver's licence (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.
Mental Health qualification	Lived Experience qualification- Certificate IV in Mental Health Peer Work

Section B: key responsibilities

Provide group coordination and facilitation

- Planning and delivering Psychosocial programs to people who previously received support from Partners in Recovery (PIR), Support for Day to Day Living in the Community (D2DL) and Personal Helpers and Mentors (PHaMS) who are ineligible to receive services under the National Disability Insurance Scheme (NDIS). Being creative to make content accessible for a variety of audiences and needs. Co-facilitating programs with a group of 10-12 people.
- Develop strong partnerships to ensure maximum efficiency in the provision of group support.
- Consult consumers to identify their interests and goals and use creativity to develop sustainable groups to meet these needs.
- Promote a culture of recovery that is based on each person's individualised needs and goals
- Participate in the planning, delivery and evaluation of group supports.
- Engage with vulnerable populations and provide culturally sound group support to consumers of diverse backgrounds.
- Actively seek to engage consumers in group supports and develop trusting and professional relationships.
- Demonstrate initiative, time management and risk management skills while working independently with consumers.
- Assist consumers to participate in group activities and their local community by supporting them to develop interpersonal skills.
- Work within a holistic framework taking into account the needs of consumers, family, carers and other members of the community in order to ensure tangible rehabilitation outcomes

Provide direct support and rehabilitation to consumers within their community

- Engage consumers and develop trusting and professional relationships

- Provide direct practical support to consumers so that they gain/maintain independent living skills. This includes assistance by sharing skills in cooking, nutrition, personal care, budgeting skills, shopping, maintaining the home, utilising public transport.
- Together with the consumer regularly monitor their progress towards their identified goals

Bringing your lived experience, knowledge, skills and abilities

- Engage participants and develop trusting and professional relationships that respect worker / consumer boundaries
- Provide support to participants by sharing appropriate examples from your own lived experience and journey, i.e. be a bearer of hope that recovery does occur
- Draw upon your belief in strength based, recovery orientated models of service and demonstrate this in your relationships with participants.

Participate fully as a team member

- Using the team approach to support work, cooperate closely with team members 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.
- Assist the team to further develop best practice, review and develop policies, and project submissions
- Assist the team to regularly evaluate the effectiveness of the service in consultation with consumers.
- Support Neami National efforts in reducing our impact on the environment and work towards a sustainable future. Participate in risk management and continuous quality improvement activities

Work with community partners

- Work closely with external stakeholders such as community welfare staff, cultural and recreation staff and education staff to create opportunities for consumers to participate in community activities.
- Involve carers, family and friends, as identified by the consumer, in the individual service plan for the consumer.
- Provide assistance to WCC team members with the coordination of internal events such as planning days and workshops, as well as external events such as the 'Psychosocial Disability Communities of Practice'.
- Be willing to seek assistance from internal and external stakeholders to find innovative solutions to any problems or uncertainties that arise.

Maintain records and resources

- Collect, collate and maintain data on the outcomes of group supports to feed back to the CoS Service Manager.
- Quickly understand and utilise data systems, following standard procedures, to maintain data on consumer interaction in accordance with Adelaide Primary Health Network MasterCare client management system.
- Regularly report to the CoS Service Manager regarding outcomes and barriers.
- Enter incidents in alignment with Neami and relevant Government and Funding Body Department reporting requirements.

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 heritage, 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 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

Working with people and building relationships

- Adapts to the team and contributes to a positive team dynamic
- Listens, consults others and communicates proactively to address conflict
- Develops and openly communicates self-insight such as an awareness of own strengths and areas for development
- Clearly conveys opinions and information verbally
- 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
- Promotes ideas on behalf of self or others and supports others to self-advocate
- Manages conflict in a fair and transparent manner

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
- Produces new ideas, approaches or insights when working with consumers
- Describes the stages of recovery to facilitate a consumer's understanding of the recovery journey
- Can creatively tailor group activities to engage and meet the needs of participants
- Uses self-disclosure in a purposeful, meaningful and safe way

Planning, organising and problem solving

- Manages time effectively
- Sources and organises resources required for a task
- Is accountable and proactive about reviewing progress and outcomes
- Appropriately follows instructions from others and understands and respects authority
- Exercises common sense in making judgments and seeks solutions to problems

Adapting and responding to change, and coping with challenges

- Adapts to changing circumstances and responds to the reactions and feedback of others
- Adapts interpersonal style to suit different people or situations

- Shows respect and sensitivity towards diversity
- Deals with ambiguity, making positive use of the opportunities it presents
- Puts appropriate boundaries around personal issues
- Maintains a hopeful and positive outlook even during challenging times at work
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it

In addition you will need:

- Computer literacy
- Current Australian driver's licence