

Position Description

Peer Support Lead

Section A: Position Details

Position title:	Peer Support Lead
Employment Status:	Full Time
Classification and Salary:	CSD Level 4 from \$84,003 - \$87,806 p.a. dependent on skills and experience
Location:	Adelaide CBD
Hours:	7-day rotating roster
Contract details:	Maximum Term contract until 30 October 2022 with likely extension until 30 th September 2024 subject to funding

Organisational context

The Neami Group provides community-based recovery and rehabilitation services that support people living with mental illness to improve their health, live independently and pursue a life based on their own strengths, values and goals. Our vision is 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.

The Neami Group is made up of the organisations Neami National and Mental Health and Wellbeing Australia (Me Well). Neami National is one of Australia's largest and most innovative mental health providers and in 2017, Neami National celebrates 30 years' of supporting people living with mental illness. Established in 2016, Me Well is a wholly owned subsidiary of Neami National and a provider of specialist mental health services under the National Disability Insurance Scheme (NDIS).

The Neami Group is committed to demonstrating the highest standards of safety and quality across all of our services. Quality, safety and clinical governance activities are key components of the role and responsibilities of all staff and an essential process in the provision of safe and high quality support services.

We acknowledge and value diversity and inclusion – we know that it makes our teams, services and organisation stronger and more effective. We are a smoke free organisation.

Position Overview

The Urgent Mental Health Care Centre (UMHCC) Peer Support Lead is an exciting new role responsible for providing leadership and support in the establishment, implementation and development of South Australia's first Urgent Mental Health Care Centre. The UMHCC is based on our formal partner, RI International's (RII) "Crisis Now" movement and their international leading lived experience, high engagement, multi-disciplinary crisis model offering an alternative to Emergency Department presentations.

As the Peer Support Lead, you will form part of the UMHCC leadership team and actively lead a team of Peer Support Workers to provide high-quality, individualised care to consumers accessing the UMHCC. Peer Support Workers are integral members of the team and draw on their lived experience of recovery from mental illness and crisis, to instill 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.

You will work in collaboration with a multidisciplinary team including medical officers, nurses and other clinical staff, whilst providing instruction and guidance on practice issues to Peer Support Workers. The Peer Support Lead will work with the UMHCC Leadership team to promote a culture of continuous improvement by providing regular and ongoing opportunities for employees to give feedback, and through effective communication of continuous improvement processes.

Neami holds a high standard of leadership and expects them to lead and maintain a positive culture, quality coaching, supervision and to motivate high performance with their reporting managers and their teams.

Period of Employment

Maximum Term contract until 30 October 2022 with likely extension until 30th September 2024 dependent on funding - subject to 6-month probation period.

Accountability

The Peer Support Lead is accountable to the Service Manager – Urgent Mental Health Care Centre.

Conditions of Employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – Consumer Service Delivery Level 4, \$84,003 - \$87,806 p.a. (pro rata) depending on 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

- Criminal record checks are mandatory for all new appointments. Neami 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 checks are required before commencement of work (employee responsibility).
- 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.
- It is a requirement of the Peer Support Lead position that you hold, and provide Neami evidence of, a Mental Health (or equivalent Human Services, Community Services) qualification of Certificate IV level or above, or complete such a qualification within 2 years of your commencement of employment.

Section B: Key Responsibilities

Supervision and coaching of staff

- Provide orientation and induction for new staff in conjunction with UMHCC leadership team, the Learning & Development Team and RI International (our formal partner)
- Provide coaching and mentoring at a practical level to a diverse team of Peer Support Workers on the provision crisis care
- Provide new team members that you supervise with a probation assessment, and existing staff members with an annual performance review, and a corresponding training and development plan
- Draw upon your understanding and belief in strength based, recovery orientated models of service by utilizing your lived experience of your own mental illness and a rich understanding of your own processes of recovery
- Lead and participate in reflective practice through team meetings, decision-making processes, service planning session, supervision and staff development activities
- Provide direct support to consumers as required
- Act in the role of Service Manager when the usual manager is absent

Service delivery and development

- In collaboration with the UMHCC team coordinate and support the initial needs assessment and intake of all consumers into the service
- In conjunction with UMHCC leadership team, participate in partnership development, fostering clear exit pathways for consumers as they leave the UMHCC.
- Encourage and support consumer participation at all levels of program planning and delivery in conjunction with all staff members of the UMHCC

Administration

- Work in collaboration with the UMHCC leadership team to coordinate the collection of data for the team
- Record documentation as required
- Coordinate rostering and submission of timesheets for the team
- Liaise with other Neami Head Office Staff including Payroll, IT, HR and Learning & Development etc. to maintain records and resources

Professional development

- Participate in regular Practice Development sessions (supervision) with manager – Actively work to improve identified skill areas
- Participate in development opportunities, especially in areas of service operation, i.e, budgeting skills, reporting, and HR related activities

Section C: Selection Criteria

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 inform our selection decision:

Experience

- Experience in successfully leading/coordinating a team and working as a member of a multi-disciplinary team with the ability to inspire and facilitate team commitment and cooperation
- Experience in drawing on your lived experience of recovery from mental illness and crisis and draw on their lived experience of recovery from mental illness and crisis, to instil confidence and hope in others about the journey of recovery
- Experience working across a range of State and Federal funded mental health programs and ensuring program implementation in line with funding requirements and contracts

Knowledge

- Knowledge of Occupational Health, Safety and Welfare Act, policies and practices
- Knowledge of Equal Opportunities Legislation, policies and practices
- Sound knowledge and understanding of the National Mental Health Standards

Skills and Abilities

- Demonstrated ability to build partnerships with government and non-government health and welfare service providers to pursue practical strategies to improve service delivery to consumers
- Highly developed interpersonal skills, including using reflective practice principles
- Demonstrated ability to motivate and empower staff members through coaching and mentoring
- Demonstrated ability to foster open honest communication
- Demonstrated ability to effectively perform in an environment of change, to be creative when problem solving and work to timelines

- Demonstrated ability to exercise common sense, considers all available information, and takes account of broader circumstances in decision making
- Demonstrated ability to provide others with a clear direction and delegate work appropriately and fairly
- Demonstrated ability to contribute to service evaluation, policy and procedure reviews, and other continuous improvement activities
- Ability and commitment to work in a collaborative team approach to service delivery and development, in conjunction with our main stakeholders and partner agencies
- Computer literacy

Working with people, and building relationships

- Establishes respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Listens, consults others and communicates clearly and proactively in an open and honest manner
- Adapts to the team and builds team spirit
- 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
- Demonstrated understanding of the issues relevant to people with mental illness living in the community (including those from a CALD or ATSI background) and a strong commitment to consumer rights and their participation in mental health services

Adhering to principles and values

- Upholds ethical behaviour, consistent with values as characterized by honesty, fairness responsibility, diligence and hope
- Demonstrates integrity and credibility, and fosters open honest communication
- Demonstrates commitment to the organisation and its values

In addition you will need:

- Current Australian Drivers Licence