

## Position Description

### Position Details

<b>Title:</b>	Psychosocial Peer Support Worker
<b>Service:</b>	Extended Transition and Continuity of Support Program (ETACoS)
<b>Reports to:</b>	Team Leader, Community Inclusion Mental Health
<b>Cost Centre:</b>	0119
<b>Employment conditions:</b>	<ul style="list-style-type: none"> <li>• Is subject to the Social, Community, Home Care and Disability Services Industry Award 2010</li> <li>• Gateway Health's Code of Conduct, policies, procedures and standards as varied from time to time, including Child Safe Standards</li> <li>• Superannuation</li> <li>• Salary packaging as per Agency policy</li> </ul>
<b>Classification and Code:</b>	<ul style="list-style-type: none"> <li>• Social and Community Services Employee, Level 4, Pay Point 1</li> <li>• Full-time</li> <li>• Fixed term contract to June 30, 2021</li> </ul>
<b>Performance Review:</b>	Upon completion of probationary/qualifying period, and annually or as requested.
<b>Location:</b>	Based at Wodonga, with travel between sites as required

### About Gateway Health

**Our Vision** People Living Well

**Our Mission** Gateway Health provides primary health care & support to all in our community & focuses on providing services to those with the highest risk of poor health.

**Our Values** We care – We work together – We achieve – We learn – We Innovate

These five values reflect the way we interact with consumers, our approach to service delivery & how we look after each other. Gateway Health strives for an achievement culture that encourages innovation & initiative. We build & foster strengths-based programs that focus on support & recovery. Our staff are our greatest asset.

Services are delivered by over 350 staff members at sites in Wodonga, Wangaratta & Myrtleford in Victoria, & through outreach services provided across North East Victoria & Southern NSW. A broad range of services are provided by Gateway Health including Bulk Billing Medical Practices, Allied Health, Alcohol & Drug services including Home Based Withdrawal, Counselling services, Gamblers Help, Health Promotion, Chronic Disease Management, Aged Care Services including Assessment, Disability Services, Mental Health, Indigenous, Young Parenting & Men's Behaviour Change programs. Other programs include headspace, Youth Services, Gender Service, Refugee Health & Sexual and Reproductive Health.

Gateway Health is an Equal Opportunity Employer and promotes a workplace that actively seeks to include, welcome and value the unique contributions of all people, including people with disability, young and mature age candidates, Aboriginal people, Torres Strait Islander people, people identifying as LGBTIQ+ and applicants from culturally diverse backgrounds.

## **Purpose of the Position**

This position supports people with psychosocial disability to increase their access to appropriate support services (including through the National Disability Insurance Scheme (NDIS)) and other opportunities in the community. The Peer Support Worker will use their lived experience of mental ill-health and/or psychosocial disability and recovery to assist people to build their personal capacity and self-reliance, build and maintain relationships and increase their levels of community participation. This position works with people with psychosocial disability in a range of group programs, and on an individual/family level in people's homes or in the community. The ETACoS program is funded by the Murray Primary Health Network (MPHN).

## **External Relationships**

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Liaises with:

- National Disability Insurance Agency (NDIA)
- La Trobe Community Health Service – NDIS Local Area Coordinator (LAC)
- MPHN
- Other providers of the ETACoS program in the MPHN catchment
- Other disability, mental health, community services and health providers
- Participants, families and carers
- Regional Disability Advocacy Service (RDAS)

## **Internal Relationships**

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- Gateway Health staff members, including Quality, Risk/Compliance, Finance, IT, Facilities/Fleet and People and Culture roles
- Community Inclusion Program staff, including Program Officers and Disability Support Workers

## **Positions Reporting to this Position**

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- Nil

## **Key Responsibilities**

- Draw upon your lived experience of mental ill-health and/or psychosocial disability and recovery to mentor, assist, support and inspire others in their own recovery
- Undertake regular planning processes for people in the Extended Transition Arrangements (ETA) and Continuity of Support (CoS) programs, and assist them to develop, implement and review a Recovery Action Plan, in collaboration with carers and other service providers as appropriate
- Utilise approved assessment and outcome measurement tools with all participants to assist with planning and evaluation of service delivery
- Assist ETA participants to understand and test their eligibility for the NDIS
- Provide individualised outreach-based support, coaching and education to inspire hope, and assist participants to develop skills, increase confidence and personal capacity, and increase community participation
- Work collaboratively with staff and participants to develop, implement and evaluate a range of group activities which assist participants to develop skills, increase confidence and personal capacity, and increase community participation

- Develop trusting, supportive and therapeutic relationships with all participants, and utilise these relationships to assist individuals to work towards their recovery goals
- Actively participate in the regional ETACoS Community of Practice auspiced by MPHN or others
- Work collaboratively with staff from other Gateway Health programs or external agencies to ensure continuity of care and provision of comprehensive services
- Assist colleagues in the ETACoS team to develop a greater understanding of the support needs of people with a psychosocial disability, and to expand their awareness of the behaviours, attitudes, activities and interventions they can use to most effectively promote and assist recovery for participants
- Work collaboratively with others in the Community Inclusion program to proactively plan for the most efficient and effective use of resources, and to promote an excellent team/program culture and enhanced client outcomes

### **Quality Improvement, Safety and Risk**

- Maintain a safe working environment for self, colleagues, clients and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to the organisation and consumers and staff of Gateway Health; including steps to minimise risk of infection to consumers, staff, contractors, volunteers and members of the public.
- Participate in activities to ensure compliance with legislation, regulations, Health and Community Service Standards, Human Service Standards and any other relevant standards.
- Actively contribute to organisational quality improvement and safety initiatives.

### **Organisational Responsibilities**

- Promote Gateway Health as a quality service provider and represent the organisation as a leader in its field in relevant industry and sector forums as required.
- Demonstrate culturally competent interactions with Aboriginal and Torres Strait Islander people. Gateway Health requires all staff to provide a holistic and inclusive approach to the health needs and rights of Aboriginal and Torres Strait Islander people.
- Demonstrate sensitivity, empathy and respect for the diversity of customs, values and spiritual beliefs of others at all times – members of the community, clients and colleagues.
- Where relevant collaborate with consumers and the community in the development, implementation and review of service planning, policies and quality improvement activities
- Assist with the supervision of students where appropriate
- Uphold and protect consumer rights and maintain strict confidentiality
- Understand and act in accordance with the Gateway Health Values and Code of Conduct when carrying out duties and in dealing with staff and key stakeholders.

### **Key Result Areas**

- 100% compliance with mandatory training requirements as outlined in the Gateway Health Learning and Development Procedure
- Active participation in the annual performance development and review process
- Maintain confidentiality on all issues relating to the organisation, clients & colleagues

- Active participation in professional development and supervision
- Contribute to program operational plan milestones and timelines
- Active participation in all team, program and agency meetings
- Maintain accurate, comprehensive and timely clinical records of all service delivery activities using the approved Client Information Management System (TrakCare). This includes achievement of targets for CANSAS assessments, Recovery Action Plans, exit plans, NDIS outcomes etc
- Provide accurate and timely Minimum Data Set information as required for reporting to MPH

## Key Selection Criteria

### Essential

1. Certificate IV in Mental Health Peer Work, or tertiary qualifications in a relevant field and experience working in mental health or other relevant field.
2. Personal experience of recovery from mental ill-health, and the ability to use this experience safely and respectfully to support and inspire others in their recovery journey
3. Demonstrated skills and experience in using a recovery-focussed, person-centred approach to promote choice and control for people with psychosocial disability, their carers and families, in order for them to achieve their chosen goals
4. Demonstrated skills, experience and capability in case management, care coordination, capacity-building and skills development with people with psychosocial disability
5. Excellent communication skills, including the ability to establish therapeutic relationships with people from diverse backgrounds, undertake advocacy and education functions, inspire hope and promote recovery
6. Excellent time management and organisational skills, with proven ability to manage workloads, work to deadlines and timeframes, prioritise, work independently and as part of a team, and seek support and advice when required
7. Current Australian Drivers Licence
8. Satisfactory National Police Records, Disability Worker Exclusion Scheme and Victorian Working with Children Checks must be provided prior to commencement.

### Desirable

1. Demonstrated skills and experience in group design, delivery and evaluation
2. Sound knowledge of the NDIS, and demonstrated experience in assisting people with a psychosocial disability to access the NDIS
3. Proficiency and accuracy in the use of Client Information Management Systems and electronic databases

## Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others. The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at other locations may be required

<b>Reviewed by</b>	
<b>Date Issued</b>	
<b>For Review</b>	Annually

I acknowledge:

- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by:

Employee Signature \_\_\_\_\_ Date: \_\_\_\_\_

Print Name \_\_\_\_\_