

Position Description

Peer Support Worker - UMHCC

Section A: Position Details

Position title:	Peer Support Worker - UMHCC
Employment Status:	Multiple part time and casual positions available
Classification and Salary:	CSD Level 2 from \$63,670 - \$68,264 pa (pro rata) dependent on skills and experience
Location:	Urgent Mental Health Care Centre – Adelaide CBD
Hours:	7 day rotating roster
Contract Details:	Maximum Term contract until 30 October 2022 with likely extension until 30 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) is an exciting new service which will provide South Australian's an alternative service to attend when experiencing mental health crisis. The UMHCC is a first of its kind service in Australia and 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.

Peer Support Workers are integral members of the team and represent 50% of the workforce within the UMHCC. Peer Support workers draw on their lived experience of recovery from mental illness, mental health crisis or caring for someone living with a mental illness to instill confidence and hope in others about the journey of recovery. You must have a lived experience of your own mental illness/caring role, and a rich understanding of the 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 alongside a multi-disciplinary team inclusive of mental health clinicians, mental health registered nurses and nurse practitioners, registrar medical officers and consultant psychiatrists. Peer Support Workers will support a high engagement model of care, through actively greeting and supporting consumers throughout their time at the UMHCC. Peer Support Workers are an important element of the team approach and bring the wisdom of experience to many aspects of service delivery including intake interviews, service promotion, partnership work and case reviews.

Peer Support Workers have access to a tailored training program and to regular professional development sessions.

Period of Employment

Maximum Term contract until 30 October 2022, subject to a 6-month probation period. Likely extension until 30 September 2024 dependent on funding.

Accountability

The Peer Support Worker is accountable to the Service Manager and Peer Support Lead.

Conditions of Employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – \$63,670 - \$68,264 pa (pro rata) dependent 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.
Working with Children check	A valid Working with Children check must be supplied by all new employees
Car licence	A valid Australian driver's licence (P plate or above) must be supplied by all new employees.
Suitable Vehicle	A roadworthy vehicle insured to a minimum level covering 3rd party fire and theft (comprehensive cover is recommended). The vehicle must be capable of transporting multiple passengers in a safe manner.
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	It is a requirement of the Peer Support Worker 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

Bringing Your Lived Experience, Knowledge, Skills and Abilities:

- Engage consumers and develop trusting and professional relationships that respect worker / consumer boundaries
- Seek to learn about the consumers' 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 consumers 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
- Provide social validation support by giving consumers feedback about their social interaction
- Work as part of a team in assisting consumers to engage with the practices associated with the UMHCC Model of care i.e. assisting the consumers in collaborative support and care planning

Participate Fully as a Team Member

- Cooperate closely with a multi-disciplinary team to ensure continuity of care and provision of a comprehensive service to consumers
- Actively participate in reflective practice through team huddles, decision-making processes, service planning sessions, supervision and staff development activities
- Engage with your supervisor in completion of a probation assessment, an annual performance review, regular supervision and a corresponding training and development plan
- 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 and carers, 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 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 Peer Support Worker 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 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

Additional requirements you will need:

- Computer literacy and written communication skills
- Current Australian driver's licence
- Lived experience of mental illness, mental health crisis or caring for someone living with a mental illness and demonstrated experience of recovery
- Experience of the public or private mental health system