

Position Description

Peer Support Worker (Family & Friends)

Section A: Position Details

Position title:	Peer Support Worker (Family & Friends)
Employment Status:	Part Time (0.7FTE)
Classification and Salary:	CSD Level 2 from \$63,670 - \$68,264 per annum, dependent on skills and experience
Location:	Neami Geraldton, 2 Larkin Street, Geraldton
Hours:	7 Day Rotating Roster consisting of morning and afternoon shifts
Contract details:	Maximum term contract until 30 th June 2025, subject to 6 month probation period

Organisational Context

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness and psychosocial 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. Neami has provided services in West Australia since 2010 and currently has services across the Perth metropolitan area and Great Southern (Albany)

Our vision is *full citizenship for all people living with mental health issues in Australian society*. Our purpose is *to enable people aged 16 to 65 living with mental health issues to achieve outcomes that they value*.

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.

As an organisation based strongly on our mission, vision and values, Neami is committed to demonstrating the highest standards of safety and quality across all of our services. Neami views quality, safety and clinical governance activities as key components of the role and responsibilities of all staff and an essential process in the provision of safe and high quality support services to consumers.

We are a smoke free organisation.

Position Overview

The Geraldton Step Up/Step Down Service is a 10 bed, maximum 28 day stay facility, that provides a Step Up/Step Down option for people who are becoming unwell or are still recovering from an acute illness and need a short period of additional support and consolidation to complement their treatment and support. The Geraldton Step Up/Step Down is operated by Neami in partnership with WA Country Health Service.

The Step Up/Step Down Service will accept referrals from the Mid West region. During their stay consumers are assisted to develop a wellness plan including relapse prevention. The staff team at Geraldton Step Up/Step Down will consist of a Manager, a Senior Practice Leader, Community Rehabilitation and Support Workers (CRSWs), an AOD Liaison Worker, Peer Support Worker (PSW), and Administration Support. The facility is staffed 24 hours per day, 7 days per week and operates on a 7 day rotating roster consisting of morning and afternoon shifts.

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 mental illness as a family, friend or carer, 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.

Families and carers play a central role in the recovery of consumers and research is clear that outcomes for individuals are better when carers are engaged. The wellbeing of families and carers is important not only for themselves but for their support of consumers. Engaging with carers and families when appropriate can improve our service delivery so that we can better support the recovery of consumers.

You will work with families and carers of consumers in a collaborative fashion to promote and enhance recovery including supporting people to complete the Family and Carer Support Prompt Questionnaire. The Family and Friends Peer Support Worker may also assist new consumers in their entry into the service, including engaging family and friends where identified and providing individual support to consumers focusing on their strengths to achieve identified goals.

Whilst the Family and Friends Peer Support Worker role may vary slightly from site to site, they 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, group programs and case reviews. As with other Neami staff, Family and Friends Peer Support Workers have access to a tailored training program and to regular supervision.

Period of Employment

Maximum term contract until 30th June 2025, subject to 6 month probation period .

Accountability

The Peer Support Worker (Family and Friends) is accountable to the Service Manager and Senior Practice Leader.

Conditions of Employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – CSD Level 2: \$63,670 - \$68,264 per annum (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:

Police check	Whilst a criminal record check is completed as part of the recruitment process, a criminal history does not disqualify someone from working at Neami. In cases of a
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	criminal history, a staff risk assessment will be completed. 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 (employee responsibility).
Car 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.

Section B: Key Responsibilities

Bringing Your Lived Experience, Knowledge, Skills and Abilities:

- Engage consumers as well as carers, family and friends 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 carers, family and friends 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
- Assist other staff members in the development and regular review of the consumer's individual service plan
- Work as part of a team in assisting consumers and their family and friends to engage with the practices associated with the Collaborative Recovery Model, i.e. assisting in values and strengths identification and clarification, assisting the completion of tasks as part of goal striving
- Utilise the facilitation of the any group program to promote with carers, family and friends participants: recovery, self- agency, and life visioning in their communities of choice.

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, their family and friends.

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 FPSW and consumers, family and friends

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

Additional requirements you will need:

- computer literacy and written communication skills
- current Australian driver's licence
- Lived experience of mental illness and demonstrated experience supporting recovery
- Experience of the public or private mental health system is desirable but not essential