

Position description

Peer Support Worker (Walk in After-Hours) Mental Health Program

Section A: position details

Position title:	Peer Support Worker/ Lived Experience Support Worker
Employment Status:	Part-Time / Casual positions available
Classification and Salary:	CSD Level 2: \$63,670-\$68,264 or Casual: \$32.22 - \$34.54 per hr + casual loading (dependent on skills and experience)
Location:	GP Plus- Noarlunga
Hours:	After-Hours 4pm to 11pm Thursday, Friday, Saturday and Monday nights (7 Day Rotating Roster)
Contract details:	Maximum term contract until 30 June 2021

Consortium context

The Links to Wellbeing (LtW) consortium is a group of mental health and community service providers, consisting of:

- Neami National
- Mind Australia
- Skylight
- Uniting Care Wesley Bowden (UCWB)

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

The Adelaide Primary Health Network have commissioned the Links to Wellbeing consortium to provide Primary Mental Health Services that will provide clinical support and psychological services across the stepped care continuum.

Interventions range from low intensity, for those with mild presentations, psychological therapies for people with mild to moderate conditions through to clinical care coordination for people with chronic and complex mental health conditions. Suicide Prevention Services for people suitable for primary mental health care management are also available.

Position overview

The Walk in After Hours Service aims to improve mental health outcomes and mental health care experiences for people presenting with low acuity mental health symptoms and/or associated difficulties and their carers/families that requires more than telephone contact but may not require hospital presentation for assessment.

The Walk in After Hours Service will provide comprehensive mental health assessment and recovery focused support services in the sociable after-hours period that complement, and link with existing mainstream primary and secondary mental health services available in the in hours period as well as acute mental health services provided through the Southern Adelaide Local Health Network.

Our focus is on the most disadvantaged, underpinned by our understanding of the social determinants of health which informs our efforts to enable service delivery to the people who need it the most.

The Peer Support Worker / Lived Experience Support Worker (terminology used interchangeably) will work as part of a multidisciplinary mental health team to deliver focused mental health care service for individuals with mental health disorders in a primary care setting. The Lived Experience Support Worker is responsible for providing quality mental health psychosocial and recovery support services in partnership with clients, families/carers, who present to the Southern Adelaide Walk in Service to maximise personal recovery, health and wellbeing and social inclusion for adults living with a mental illness.

The Lived Experience Support Worker role fulfils an important role in the service model as it includes the capability of the worker to share their lived experience of mental illness and recovery to benefit the individual client.

The Lived Experience Support Worker will utilise their personal experience of mental illness to engage with the clients and their carers and family drawing from a strengths-based recovery orientated service of care and act as a role model towards recovery for people experiencing mental illness. In addition, the Lived Experience Support Worker will work collaboratively with the Mental Health Clinicians and support the Mental Health Clinicians by performing vital administrative roles.

The Lived Experience Support Worker will be responsible for:

- In collaboration with the Mental Health Clinician assist in undertaking immediacy planning, referral, service linkages, appointment arrangement and follow-up for clients and their families and carers.
- Providing education and information

Period of employment

Maximum term contract until 30 June 2021 or Casual employment available; subject to a 6-month probationary period.

Accountability

The Lived Experience Support Worker is accountable to the Clinical Lead line manager.

Conditions of employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – Consumer Service Delivery Level 2 from \$63,670-\$68,264 (pro rata) or Casual: \$32.22 - \$34.54 per hour plus casual loading, depending on skills and experience.

A number of benefits are available to staff, including generous salary packaging with rewarding NFP fringe benefit tax exemptions.

- 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 and Vulnerable Persons check 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.

Section B: key responsibilities

Provide Lived Experience Support Mental Health Services

- Providing first point of contact for clients of the Weekend After Hours Mental Health Service. Orientating clients to the service and Lived Experience support is provided to clients in accordance with work instructions and Clinical Governance Framework
- Good communication and rapport building with clients are developed
- Strong adherence to organisation processes and procedures
- Share lived experience of mental illness and recovery where it is appropriate, relevant and purposeful to the recovery journey of the client
- Introduce and orientate new clients to Links to Wellbeing Walk in Mental Health service and suite of programs as appropriate and introduce the concept of recovery
- Provide client-centred secondary or joint consultation with the Mental Health clinicians drawing on lived experience, where appropriate
- Plan, develop and facilitate peer led group programs
- Work collaboratively with clients, carers and Links to Wellbeing mental health clinicians' services to: conduct comprehensive assessments; identify needs, aspirations and goals, and assist with both warm referrals and other referrals to partner agencies and services as appropriate
- In collaboration with the Mental Health Clinicians maintains links, undertakes case conferences and coordinates services with GP's, psychiatrist and allied health workers
- Provide input and advice to Links to Wellbeing mental Health (PMHC) services as required
- Providing brief solution focused therapy and counselling sessions

Liaison and Networking

- Foster and maintain relationships with external stakeholders to ensure good communication flow and clear referral pathways
- Participate in community engagement activities as directed and promote the mental health and wellbeing of the community

Administration Duties

- Maintain and create client files in MasterCare database system
- Scanning information into clients MasterCare files
- Entering client data into MasterCare
- Monitor e mails, phone calls and other communications to the Weekend After Hours Walk in Mental Health Service
- Contributes to the enhancement of organisational functioning of the Weekend After Hours Walk in Mental Health Service
- Comply with electronic case file system and any other relevant organisational processes and procedures
- Document presentations and attendance at events

Continuous Improvement

- Participate in the Links to Wellbeing Consortium commitment to continuous quality improvement by attending team and clinical staff meeting
- Attend training and improve professional skills relative to individual need and attend organisational staff training and development as required

Clinical Support

- Attendance at Clinical Case Reviews
- Partake in individual supervision
- Provide appropriate internal training as relevant

Records Management

- Ensure records management obligations are met, including the proper retention of hardcopy and/or electronic records and ensuring files are accurate and up-to-date

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:

Skills and Abilities

- Demonstrate the ability to draw from their own story and experience of mental illness to best support clients of the Weekend Walk-in After Hours Mental Health Service.
- Operate from a strengths-based approach and ability to educate people on effective steps to recovery
- Demonstrate ability to manage client data files, including entry of minimum data set, client notes and managing clinician diaries
- Proven high level of communication skills including the ability to communicate effectively, both orally and in writing with clients, internal and external agencies and community members
- Demonstrated analytical thinking and appreciative inquiry skills, crisis intervention and debriefing skills.
- Ability to work as a member of a multidisciplinary team
- Ability to perform multiple tasks and meet deadlines
- Ability to work independently with minimal supervision
- A positive customer service attitude
- Have good self-care

Experience

- Lived Experience /Peer Worker Lived experience in addition to qualifications in:
- Certificate IV in Mental Health; and/or

- Certificate IV in Mental Health Peer work; and/ or
- An equivalent qualification.
- Has experienced mental illness and has demonstrable experience of recovery

Knowledge

- Knowledge of local public, private mental health and community services.
- Knowledge of Occupational Health, Safety and Welfare Act, policies and practices
- Knowledge of Equal Opportunities Legislation, policies and practices
- Knowledge of Professional Codes of Conduct and Ethics: aware of and practicing within relevant Federal and State Legislation and the relevant Professional Code of Practice, Conduct and Ethics