

Position Description

Peer Support Worker – Intensive Home Base Support Service

Section A: Position Details

Position title:	Peer Support Worker
Employment Status:	Part Time and Full Time
Classification and Salary:	CSD Level 2 from \$63,670 - \$68,264 pa (pro rata) dependent on skills and experience
Location:	Neami Hendon, Morphett Vale and Salisbury sites (Flexible with work locations and working from home, by negotiation)
Hours:	PT shifts for the new UMHCC Aftercare service are generally from Monday to Friday 9:00am to 1:30pm; Saturday and Sunday 9:00am to 12:00pm General IHBSS hours of service will be 9:00am to 5:30pm Monday to Friday with some weekend shifts and some early and late shifts between the hours of 8am to 8pm. Predominant hours of service are between 9am – 5:30pm weekdays
Contract Details:	Maximum Term Contract until 30 June 2021 (subject to funding extension until June 2022)

Organisational Context

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness and psychiatric 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.

Our vision is for 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.

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 Peer Support Worker will work within the Intensive Home Support Services (IHSS) program.

IHSS is aimed at people aged 16 years and over who have experienced acute episodes of mental illness. In practice, people often have a range of other complex needs as well. Each person is provided with up to three months of intensive support in their home either after leaving a hospital as a way of ‘stepping down’, or ‘stepping up’ to receiving support as a way to avoid a hospital admission. Referrals are made through community mental health teams.

IHSS is provided 7 days a week from 8am-8pm. The hours of service will reflect the needs of the consumers and therefore some extended hours coverage is expected. Flexible work locations and working from home arrangements available (by negotiation with Manager).

Exciting new intensive home based support service positions available with Metro IHSS working directly with the Urgent Mental Health Care centre, therefore workload will be varied.

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 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 collaboratively with a team of Community Rehabilitation Support Workers to deliver a quality and responsive service. The Peer Support Worker will assist new consumers in their entry into the service and in providing individual support to consumers focusing on their strengths to achieve identified goals. In addition the Peer Support Worker will deliver Optimal Health Program both in groups and on a one on one basis.

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

Period of Employment

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

Accountability

The Peer Support Worker 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 – Consumer Service Delivery Level 2 from \$63,670 - \$68,264 pa (pro rata) depending 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 (~\$142.00).
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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 (PSW) 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
- 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 to engage with the practices associated with the Collaborative Recovery Model, i.e. assisting the consumers in values and strengths identification and clarification, assisting the consumer to complete tasks as part of goal striving
- Utilise the facilitation of the Optimal Health Program to promote with consumer 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
- 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:

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 PSW 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 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 of recovery
- Experience of the public or private mental health system
- Demonstrated experience in facilitating groups, including the ability to prioritise different needs within a group