

Position Description

Position Title	Peer Support Worker
Reporting To	Service Manager/Clinical Lead
Employment Status	Full Time, Maximum Term Contract until 30 June 2023
Classification	Consumer Service Delivery Level 2
Team/Service	Head to Health Pop Up Clinics- <ul style="list-style-type: none">• Hurstville• Seven Hills• Penrith- which by the year end will transition to Hawkesbury location
Roster	Monday to Friday (Hours 8.30am to 5pm)
Direct Reports	N/A
Date	September 2021

Head to Health pop-up clinics are designed to support Australians in lockdown. The clinics will offer COVID-safe face-to-face services, as well as video and phone supported mental health and assessment services, ensuring people can access the services on site or from their own homes if they're unable to travel. The clinics will have multidisciplinary mental health teams providing accessible, affordable mental health services and support in the community.

PROGRAM OVERVIEW

Neami National has been commissioned to establish three Head to Health Hubs in Greater Sydney in the Georges River, Blacktown and Penrith Council Areas. The Head to Health Hubs are being funded to establish temporary ("pop up") clinics. The Australian Government is providing \$10.6 million in 2021-22 to provide rapid mental health support services to New South Wales through establishing ten Head to Health pop-up sites. The [Head to Help](#) model used in Victoria will be used as the foundational model for NSW.

Funding will provide accessible, affordable mental health services and support in the community. The clinics are intended to reduce pressure on Emergency Departments and support GPs to provide treatment and care to people with mental ill health by providing settings for the provision of holistic, integrated, and ongoing care.

Consumers accessing the clinics would be triaged through a phone triage service using the Commonwealth's [Intake, Assessment and Referral tool](#) and if necessary receive immediate on-site care to stabilise and de-escalate current concerns. Consumers would then receive additional support depending on need, including from other available services. A single state-wide intake and

assessment phone service will be established, providing a therapeutic service that assessed individual needs and directed people to the most appropriate care.

POSITION OVERVIEW

Head to Health Pop Ups are recruiting a Peer Support Worker who will have an integral role in the Service experience. We are seeking someone with a lived experience of recovery from mental illness, mental health crisis including suicidal crisis or caring for someone living with a 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/suicidal crisis/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 also work alongside a multi-disciplinary team inclusive of mental health clinicians, mental health registered nurses and allied health professionals in order to provide the best possible support. Peer Support Workers have access to a tailored training program and to regular professional development sessions.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

Bring your Lived Experience, Knowledge, Skills and Abilities

- 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
- Assist with consumer intake, assessment and referral processes
- Assist consumers in navigating the system and finding the best possible support available for them within the community or local health system
- Support consumers in a crisis stabilisation context and help develop a safety plan to allow to return home safely
- Provide advocacy when required
- Provide group based therapeutic programs to consumers of the service such as the Flourish Program, Health Matters and other evidenced based group programs that support self-development and growth as well as promoting physical health and wellbeing
- Provide follow up after an episode of care, as per Head to Health Pop Up protocols
- 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

- Work as part of a team in assisting consumers to engage with the practices associated with the Head to Health Pop Up Model of care i.e. assisting the consumers in collaborative support and care planning
- Engage consumers and develop trusting and professional relationships that respect worker / consumer boundaries

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
- Ensure records management obligations are met, in accordance with Neami National policies and procedures. This includes the retention of hardcopy and/or electronic records and ensuring files are accurate and kept up-to-date
- Commitment to understand service consumer data requirements and to collaborate with consumers to gather relevant data
- Consideration of individual and aggregated consumer data to inform practice and continuous service improvement

ORGANISATIONAL ACCOUNTABILITIES

- Act at all times in accordance with the Neami National code of conduct
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values
- Actively engage in Professional Development opportunities and embrace learning opportunities

- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- Lived experience of mental illness, mental health crisis or caring for someone living with a mental illness and demonstrated experience of recovery
- A valid Working with Children Check
- 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
- Experience delivering group based programs
- Computer literacy
- Compliance with Public Health Vaccination Orders, including COVID-19 Vaccination

Desirable

- Experience of the public or private mental health system
- A valid Australian Driver's License
- Experience in a similar role

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.