

POSITION DESCRIPTION

Position Title	Peer Support Worker
Reporting To	Service Manager
Employment Status	Part time; Maximum Term Contract
Classification	Consumer Service Delivery Level 2
Team/Service	Towards Home + South East
Direct Reports	Not Applicable
Date	July 2021

PROGRAM OVERVIEW

Based in Dandenong and Frankston, the **Supportive Housing** Team will work with individuals to establish and maintain tenancy, supporting them to identify barriers to maintaining tenancy, develop skills necessary for long term accommodation and self- management, connect with family, culture and community networks and via a collaborative shared care planning approach, engage with primary health, mental health, vocational and other support services. The service will operate Monday to Friday and use an assertive approach to actively engage with individuals.

Towards Home + workers will have a collaborative team-based approach and will report to the Towards Home + Service Manager. Towards Home + workers may at any point in time be required to work across the Dandenong and Frankston sites.

POSITION OVERVIEW

Peer Support Workers are integral members of the team and draw on their lived experience of homelessness and/ or mental health recovery, to instill confidence and hope in others about the journey of recovery. You must have a lived experience of your own 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.

The peer support worker will have a lived experience of homelessness and will play a key role in the Supportive Housing team the peer support worker will draw on their lived experience in having been homeless and we'll use this lived experience in promoting the service offering hope building rapid report and in identifying and managing risk.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

- Tenancy establishment and maintenance that will be supported by specialist housing and tenancy support, including development of daily living skills and identification of barriers to maintaining tenancy.
- Case-managed support that offers a flexible approach to longer-term engagement in order to build trust including a clear shared care approach, addressing complexity within both short and long-term needs for housing and engagement with services
- 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
- Engage with and provide support to consumers in line with the Collaborative Recovery Model (CRM)
- Work closely with clinical case managers and other community partner organisations to deliver best possible comprehensive service to consumers
- Plan, facilitate and evaluate group rehabilitation programs
- Work within a holistic framework considering the needs of consumers, family, carers and other members of the community to ensure rehabilitation outcomes
- Using the CRM protocols, work collaboratively with consumers to identify their needs, set goals and develop a plan to meet those goals
- Together with the consumer, regularly monitor their progress towards their identified goals
- Assist consumers to participate in recreation activities and the cultural life of the community by supporting them to develop interpersonal skills
- Engage consumers, using a strengths-based approach to complete a mental health status measurement and a needs assessment.
- 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

- A valid and current Australian Driver's license
- A valid and current Working With Children Check
- Uphold ethical behaviour, consistent with the values of honesty, fairness, responsibility and hope
- Lived experience of homelessness and/ or mental health and demonstrated experience of recovery
- Demonstrate integrity, credibility and foster open communication
- Positively listens and consults with others to proactively address conflict
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it
- Proven ability to work autonomously with minimal supervision and to prioritise multiple tasks to meet conflicting deadlines.
- Proven ability to maintain confidentiality and build trust to deal with sensitive and difficult situations in a diplomatic manner
- Ability to work productively in a fast paced, changing and agile environment
- Ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Ability to adapt communication style to meet the needs of a diverse range of people, and identifies changing needs within a group
- Experience in working with people with a psychiatric disability and complex presentations
- Extensive experience in working with homelessness
- A clear ability to work within and to develop strong collaborative relationships
- Extensive experience and the ability to engage consumers and carers in a positive manner
- The ability to set and maintain clear professional boundaries
- A commitment to consumers' rights and to consumers' active participation in planning their service
- Excellent written and verbal communication skills
- Knowledge of the recovery model
- Computer skills

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.

I have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.