

## Position description

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# Peer Support Worker

## Section A: Position details

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Position title:	Peer Support Worker
Employment Status:	Full Time
Classification and Salary:	Consumer Service Delivery Level 2
Location:	Neami Hurstville
Hours:	Between Monday to Friday 8:30am – 5:00pm
Contract Details:	Maximum Term Contract until 30 June 2022

## Position overview

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.

The Peer Support Worker role varies slightly from site to site. For this position the Peer Support Worker will sit in the Continuity of Support program and will include a combination of co-facilitating a peer facilitated group-based self-development program known as Flourish and Wellbeing Matters, while also working with an individual case load of consumers to focus on the following key areas of support:

- increasing personal capacity, confidence, and independence
- Increasing social participation;
- Streamlining access to appropriate services; and
- Providing flexible and responsive support at times of increased need.

Support will be provided within a recovery-orientated framework – it will be flexible to best meet client needs, and apply trauma informed approach to encourage safety, trust, choice, collaboration, respect and empowerment.

## Period of employment

Maximum Term Contract until June 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

- Criminal record checks are mandatory for all new appointments. Neami 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 required before commencement of work (employee responsibility).  
<http://www.kidsguardian.nsw.gov.au/working-with-children/working-with-children-check>

## Section B: key responsibilities

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### 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 Flourish 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

## Section C: key competencies

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### 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
- Certificate IV in Mental Health or equivalent
- Experience facilitating groups