

## P O S I T I O N   D E S C R I P T I O N

<b>Position Title</b>	Peer Support Worker
<b>Reporting To</b>	Service Manager
<b>Employment Status</b>	Full-time; Maximum Term Contract
<b>Classification</b>	Consumer Service Delivery Level 2
<b>Team/Service</b>	Eastern Melbourne Psychosocial Support Service (EMPSS)
<b>Direct Reports</b>	Not Applicable
<b>Date</b>	July 2021

### PROGRAM OVERVIEW

#### Psychosocial Support Service (PSS)

The purpose of PSS is to provide non-clinical community-based support for people with severe mental illness and associated reduced psychosocial functional capacity who are not currently supported by the NDIS, or have been found ineligible".

- Provide flexible recovery orientated 1:1 support to consumers
- Design and facilitate group programs
- Provide support to consumers wanting to apply or reapply for NDIS

### POSITION OVERVIEW

Peer Support Workers are integral members of the team and draw on their lived experience of recovery from mental illness, to instill 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.

Peer Support Workers will provide a range of rehabilitation and support to consumers, tailored to meet their individual needs. Neami National's work with consumers occurs within their own community of friends, family and neighbourhood. You will work closely with clinical case managers and other community partner organisations to deliver the best possible comprehensive service to consumers. Peer Support Workers at Neami National function within a collaborative team approach and are supported by regular opportunities to reflect upon their practice and access comprehensive training and development.

## THE POSITION

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### ***Key position Responsibilities, Duties and Accountabilities***

- 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**

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- 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**

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### **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 mental illness 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**

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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.