

Position description

Peer Support Worker – STEP

Section A: position details

Position title:	Peer Support Worker
Employment Status:	Part Time (4 days)
Classification and Salary:	Consumer Service Delivery Level 2
Location:	Neami Mascot
Hours:	Between Monday to Friday, 8:30am to 5:00pm.
Contract details:	Maximum Term Contract until 31 May 2022

Position overview

Neami National, in conjunction with Bridge Housing, Women's Housing Company Limited and Metro Housing are establishing the Family and Community Services funded, Supported Transition and Engagement Program (STEP). As part of the establishment of this program Neami is employing a team to be based in our new Mascot office. STEP is a housing first approach to support people who sleep rough to secure long term housing and be provided wrap around support to remain housed.

As a PSW, you will be working independently but alongside the team delivering a range of 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 homelessness and mental health service clinical case managers and other community partner organisations in order 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.

Peer Support Workers are integral members of the team and draw on their lived experience of recovery from homelessness, to instil confidence and hope in others about the journey of recovery.

- You must have a lived experience of homelessness 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 must have an appropriate length of time in recovery to be able to effectively and safely conduct the peer support worker role, and a willingness to continue to engage in recovery supports where appropriate.

- It is ideal to have at least 2 years relevant experience in community services or peer work

Period of employment

Maximum Term Contract until 31 May 2022, subject to 6 month probationary period.

Accountability

The Peer Support Worker is accountable to the Service Manager and Senior Practice Leader.

Conditions of employment

Core requirements prior to any offer, or commencement of employment:

- 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.
- Working with Children check required before commencement of work (employee responsibility).
- You must maintain a right to work in Australia in the position, location of employment and within the limitations of your visa during your employment with Neami You must notify Neami of any changes to your visa or right to work in Australia.

Section B: key responsibilities

Bringing your lived experience, knowledge, skills and abilities

- Engage participants and develop trusting and professional relationships that respect worker/consumer boundaries
- Provide support to participants by sharing appropriate examples from your own lived experience and journey, i.e. be a bearer of hope that recovery does occur
- Draw upon your belief in strength based, recovery orientated models of service and demonstrate this in your relationships with participants.

Flourish and Optimal Health Program - planning & delivery

- Plan and adapt the group materials to be accessible by different target populations
- Facilitate the group programs inclusively with participants from a diverse range of demographic and cultural backgrounds.
- Collaborate with local stakeholders to identify referral pathways for participants needing more support for their mental health.
- Be confident in using Excel, Databases and Outlook to organise and evaluate the program.

Participate fully as a team member

- Using the team approach to support work, 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 session, supervision and staff development activities
- Assist the team to further develop best practice, review and develop policies, and project submissions
- Assist the team to regularly evaluate the effectiveness of the service in consultation with consumers

- Support Neami National efforts in reducing our impact on the environment and work towards a sustainable future

Working with community partners

- Seek to learn about the consumers interests, their connections with family and friends and work together with consumer to build their capacity to be part of their community
- Involve carers, family and friends as identified by the consumer in the individual service plan for the consumer
- Work closely with housing providers to enable access to a variety of housing options.
- Work closely with community welfare staff, cultural and recreation staff and education staff to create opportunities for consumers to participate in community activities
- Cooperate and plan together with community housing provider staff to ensure consumers can maintain their accommodation

Maintain records and resources

- Collect, collate and maintain data on consumer contact
- With team members collect information on community resources
- Regularly report to the Manager regarding achievement of work plan

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 heritage, 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

Working with people and building relationships

- Adapts to the team and contributes to a positive team dynamic
- Listens, consults others and communicates proactively to address conflict

- Develops and openly communicates self-insight such as an awareness of own strengths and areas for development
- Clearly conveys opinions and information verbally
- 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
- Promotes ideas on behalf of self or others and supports others to self-advocate
- Manages conflict in a fair and transparent manner

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
- Produces new ideas, approaches or insights when working with consumers
- Describes the stages of recovery to facilitate a consumer's understanding of the recovery journey
- Can creatively tailor group activities to engage and meet the needs of participants
- Uses self-disclosure in a purposeful, meaningful and safe way

Planning, organising and problem solving

- Manages time effectively
- Sources and organises resources required for a task
- Is accountable and proactive about reviewing progress and outcomes
- Appropriately follows instructions from others and understands and respects authority
- Exercises common sense in making judgments and seeks solutions to problems

Adapting and responding to change, and coping with challenges

- Adapts to changing circumstances and responds to the reactions and feedback of others
- Adapts interpersonal style to suit different people or situations
- Shows respect and sensitivity towards diversity
- Deals with ambiguity, making positive use of the opportunities it presents
- Puts appropriate boundaries around personal issues
- Maintains a hopeful and positive outlook even during challenging times at work
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it

In addition you will need:

- Computer literacy

- Current Australian driver's licence
- Experience and working knowledge of homelessness