

POSITION DESCRIPTION

Position Title	Peer Support Worker
Reporting To	Service Manager
Employment Status	Casual
Classification	Consumer Service Delivery Level 2
Team/Service	Kalgoorlie SUSD
Direct Reports	Not Applicable
Date	January 2022

PROGRAM OVERVIEW

The Kalgoorlie Step Up/Step Down Service is a 10 bed, maximum 28 day stay facility, that provides a Step Up/Step Down option for people who are becoming unwell or are still recovering from an acute illness and need a short period of additional support and consolidation to complement their treatment and support.

The Kalgoorlie Step Up/Step Down is operated by Neami in partnership with WA Country Health Service. The Kalgoorlie Step Up/Step Down Service will accept referrals from the Goldfields region. During their stay consumers are assisted to develop a wellness plan including relapse prevention. The staff team at Kalgoorlie Step Up/Step Down will consist of a Manager, a Senior Practice Leader, Community Rehabilitation and Support Workers (CRSWs), an AOD Liaison Worker, Peer Support Worker (PSW), and Administration Support. The facility is staffed 24 hours per day, 7 days per week and operates on a 7 day rotating roster consisting of morning and afternoon shifts.

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

Key position Responsibilities, Duties and Accountabilities

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

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 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

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.