

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

Position Title	Peer Support Lead
Reporting To	Clinical Service Manager
Employment Status	Part Time Permanent
Classification	Consumer Service Delivery Level 4
Team/Service	Regional Care Partnerships Geelong-Otway's
Direct Reports	Peer Support Workers
Date	February 2023

PROGRAM OVERVIEW

The Regional Care Partnership (RCP), Geelong- Otway's is an exciting new service which provides the Geelong- Otway's communities a service to attend when experiencing mental health and/or alcohol and other drug concerns.

Service delivery will reflect principals of Trauma Informed Care and Recovery Oriented practice.

The RCP Geelong-Otway's service will provide a holistic approach to care, addressing a range of social, physical, and emotional needs informed by Collaborative Relational Practice (CRP) and supported by best practice in evidence-based and evidence informed care. The RCP – Mental Health and Alcohol and Other Drugs (AOD) model is a partnership-led service delivery model intended to address co-occurring AOD and mental health support needs, as well as independent AOD and mental health support needs across western Victoria.

POSITION OVERVIEW

The Peer Support Lead is an exciting role responsible for leading Peer Support Workers to deliver high quality services to guests experiencing mental health and alcohol and other drug concerns.

The Peer Support Lead and Peer Support Workers are integral members of the team and represent 50% of the workforce within the RCP Geelong-Otway's service. Peer Support Leads and Peers Support Workers draw on their lived experience of recovery from mental illness and/or AOD use, mental health and/or AOD crisis or caring for someone living with a mental illness or experiencing AOD concerns, to instil confidence and hope in others about the journey of recovery. You must have a lived experience of your own mental illness and/or AOD use/caring role, and a rich understanding of the processes of recovery. You must be willing to purposefully use your own story to help others further their own understanding of recovery.

You will lead the Peer Support workers to work alongside a multi-disciplinary team inclusive of mental health and AOD clinicians, a mental health/AOD registered nurse, a family & child specialist clinician and

care recovery coordinators, a clinical lead and clinical service manager. Peer Support Leads and Workers will support a high engagement model of care, through actively greeting and supporting guests (consumers) throughout their time at the Regional Care Partnership Service in Geelong-Otway's. Peer Support Workers are an important element of the team approach and bring the wisdom of experience to many aspects of service delivery including intake interviews, service promotion, partnership work and case reviews.

Peer Support Workers have access to a tailored training program and to regular professional development sessions.

Neami holds a high standard of leadership and expects the Peer Support Leads to lead and maintain a positive culture, quality coaching, supervision and to motivate high performance with their reporting managers and their teams. The role also involves oversight of evaluation & reporting; contract, regulatory & organisational compliance; resource management; service development; sector leadership and continuous quality improvement.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

Bring your Lived Experience, Knowledge, Skills and Abilities

Deliver and lead the Peer Support Workers to do the following:

- Engage guests and develop trusting and professional relationships that respect worker/consumer boundaries
- Seek to learn about the guests' 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 guests 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 guests feedback about their social interaction
- Work as part of a team in assisting guests to engage with the practices associated with the RCP Geelong-Otways model of care i.e., assisting the guests in collaborative support and care planning
- Promote Neami's culture of practice, which is underpinned by the principles of Collaborative Recovery. Ensure that a person-centred approach is used in the provision of intake, assessment, and referral services.
- Work within the parameters of Neami's policies and procedures in addition to any professional codes of conduct.
- Actively contribute as a team member to the delivery of integrated mental health service delivery with the aim to support guests and promote the recovery model more effectively.
- Participate in the regular collection of service data which can then be used to evaluate outcomes and assist with the continuous improvement of the service.
- Ensure incident and critical incident reporting occurs in accordance with guidelines.
- Work and act independently within the parameters of the role, demonstrating professional autonomy and an ability to decide when it is appropriate to refer to the Clinical Service Manager

Participate fully as a team member

- Cooperate closely with the Clinical Lead and the multi-disciplinary team to ensure continuity of care and provision of a comprehensive service to guests
- Actively participate in reflective practice through team huddles, decision-making processes, service planning sessions, supervision and staff development activities
- Engage with the Clinical Service Manager in completion of a probation assessment, a bi-annual performance review, regular supervision and a corresponding training and development plan
- Contribute to the further development of best practice by informing policies and project submissions effectively drawing upon your personal experience of mental illness and/or AOD experience.
- In consultation with guests and carers, contribute to regular evaluations of the effectiveness of the service

Partnerships and Community Engagement

- Facilitate positive outcomes for guests and carers through strong operational partnerships with public and private mental health and AOD services, primary health services, and other key stakeholders.
- Maintain strong working partnerships with the public and private mental health and AOD services and primary health to ensure a collaborative approach to the effective operation of the RCP Geelong-Otway's service.
- Develop and maintain strong working partnerships with local community services to facilitate collaborative delivery of services.

Service Development – alongside the Clinical Lead

- Through service delivery and in collaboration with partners, staff and guests identify service gaps and contribute to the development of appropriate solutions to address these gaps.
- Actively participate in the assessment, planning, implementation, and evaluation of the service.
- Ensure the service is provided in a manner which is accessible to CALD and Aboriginal and Torres Strait Islander community members and contribute to the development and implementation of strategies to monitor and review the level of accessibility to diverse community members.
- Contribute to the development of policies relevant to the RCP Geelong-Otway's program (internally and externally) in line with Neami aims and objectives and contract requirements.
- Undertake projects that contribute to the overall development of the organisation as decided by the Clinical Service Manager or other Neami senior management

Participation within the multi-disciplinary team

- Constructively participate in supervision, formally and informally with the Clinical Service Manager
- Support the induction and orientation of new staff members at the RCP Geelong-Otway's service as required from time to time.
- Foster a learning environment by participating in reciprocal guidance and coaching with other staff to share discipline knowledge and develop and inform your own practice by drawing on the expertise and insights of other staff.
- Participate in a bi-annual performance review.
- Actively participate in reflective practice through team meetings, decision-making processes, service planning session, supervision, and staff development activities.
- Raise and seek to resolve any areas of conflict or dispute with other staff in an open, honest, and respectful manner.

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

Relationship and Community Engagement

- Assist the Clinical Service Manager in directing the development or expansion of community engagement activities that promote good mental health and wellbeing in the community.
- Timely review and approval of relevant program information, documents, and marketing materials for distribution within the community.
- Identify and employ strategies to develop and maintain relationships and communication with external stakeholders, referrers, and governing bodies.
- Sit as a member of community committees and networks as required.

Records Management

- Commitment to understand consumer data requirements and the role of data, monitoring, evaluation and research activity in organisational culture, operations, and strategy
- Commitment to support activities related to planning, collection, analysis, reporting and use of consumer data
- Use of data, monitoring, evaluation, and research to continuously improve service provision, organisational functioning and the strategic directions
- With team members collect information on community resources
- Implement Neami Risk Management Framework at the RCP Geelong-Otway's service and ensure timely response to any identified risks related to staff and or guests
- Ensure records management obligations are met, including the proper retention of hardcopy and/or electronic records and ensuring files are accurate and up to date

ORGANISATIONAL ACCOUNTABILITIES

- Act always 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, guests, 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 Working with Children Check
- A valid Police Check
- Lived experience of mental illness and/or AOD use, mental health and/or AOD crisis or caring for someone living with a mental illness or have AOD concerns and demonstrated experience of recovery
- Experience of the public or private mental health and/or AOD system
- Proven experience at managing teams within the area of community service delivery or providing supervision
- Computer literacy and written communication skills
- Mental Health and/or AOD Qualification: It is a requirement of the Peer Support Lead position that you hold, and provide Neami evidence of, a Mental Health and/or AOD (or equivalent Human Services, Community Services) qualification of Certificate IV level or above, or complete such a qualification within 2 years of your commencement of employment
- All staff are required to adhere to the RCP Geelong-Otway's immunisation policy directives to minimise the risk of vaccine preventable diseases to protect workers, other employees, guests, and visitors
- Mandatory COVID-19 Vaccination: In line with State Government requirements, it is mandatory for all Neami National staff to be fully vaccinated for COVID-19 and provide proof of vaccination on acceptance of any offer of employment

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.

By signing your employment agreement, you acknowledge that you have read, understood, and accept the responsibilities and accountabilities as outlined above in this position description.