



## Position Description

Title of the role:	Peer Rehabilitation and Recovery Support Worker
Classification:	SCHADS B Level 2
Program Area:	Housing and Accommodation Support Initiative (HASI) Community Living Supports (CLS)
Location:	NSW
Reports to:	Program Manager
Last Revised:	May 2022

---

## About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

## Our Values

### Honesty:

- We are open and sincere in all interactions
- We show compassion and consideration to all our stakeholders
- We take responsibility for our actions

### Acceptance

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family and the community

### Fairness:

- We believe everyone has the right to equal opportunities
- We challenge social injustice and advocate for change
- We collaborate to solve problems

### Commitment:

- We are committed to our work and we won't give up
- We have the courage to make decisions and are accountable for our actions
- We dare to go down new roads and challenge accepted wisdom

### Participation:

- We promote participation and transform lives and communities
- We value the expertise and contribution of everyone we work with
- We build knowledge and lead conversations

## Our approach to service delivery

Our recovery services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



## Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

## Program Summary

The Housing and Accommodation Support Initiative (HASI) and Enhanced Adult Community Living Supports (CLS) programs are NSW government funded initiatives that deliver specialist community based psychosocial support services for people aged 16 years and older, with serious mental illness.

Wellways delivers HASI and CLS in a variety of catchments across NSW. At present, we provide these services in:

- Northern NSW – HASI
- Western NSW – HASI
- Murrumbidgee – HASI and CLS
- Illawarra Shoalhaven – CLS
- Albury – HASI
- Southern NSW – HASI
- South Western Sydney – HASI

HASI and CLS services are delivered in close partnership with Local Health Districts, with a focus on coordinated and integrated care. HASI and CLS offers people flexible hours and types of support to ensure that support meets a person's current needs and goals. All services are provided within the context of a recovery model and in a way that empowers individuals to live in the community with self-determination and independence. Importantly, services are also provided within the context of a rehabilitation model where people are supported to regain, keep, or improve skills that enable independent living. As such, HASI and CLS programs provide people with hands on, practical support in addition to facilitating and working with other supports.

Support may include:

- daily living skills like self-care, shopping, looking after finances, cooking or catching public transport
- referral to mental and physical health services where needed and support with mental and physical health appointments, medication management and other treatments
- participating in social, leisure or sporting activities
- building relationships with family, friends and the local communities
- learning new skills
- accessing education or help to get a job
- help with finding and keeping housing including private or social/community housing
- moving back into the community from a hospital or a prison
- accessing other supports like alcohol and other drugs services and the National Disability Insurance Scheme (NDIS).

HASI and CLS programs are underpinned by a robust focus on the experience of people who use the services, a robust minimum dataset and data collection, and routine program evaluation that demonstrates program effectiveness, accessibility and value for money.

## Position Summary

All Wellways services are informed by Wellways' Well Together Model, Practice Principles, Program Pathways and Recovery Frameworks.

Peer Rehabilitation and Recovery Support Workers provide direct, practical supports to participants that enable them to address their mental health issues, achieve their recovery goals, maintain successful tenancies and participate as valued members of their community. Peer Rehabilitation and Recovery Support Workers support participants to identify and nurture natural supports that sustain recovery and directly assist in the development of self-management skills.

Peer Rehabilitation and Recovery Support Workers intentionally draw upon their own lived experience of mental ill health and recovery, sharing their personal experiences of recovery to engage and empower program participants in their own recovery journey. Peer Rehabilitation and Recovery Support Workers provide positive role models of hope and recovery and share their experiences to assist families, clinicians and the community better understand the participant perspective. Additionally, Peer Rehabilitation and Recovery Support Workers facilitate Wellways' peer learning programs.

As an organisation dedicated to making a real difference in people's quality of life and equality of rights, Wellways believes our work must include effective methods to improve wellbeing and to transform our relationships, networks, communities and society to provide equal rights, opportunities and outcomes for people affected by mental illness. Peer Rehabilitation and Recovery Support Workers make this a reality by:

- Ensuring people can fully participate in the community and claim their rights as citizens
- Working with families, carers, friends and kin to build the skills and resources they need as key supports, and to flourish in their own right
- Advocating for, and creating communities that actively welcome and value people with mental illness and uphold their rights as equal citizens

Peer Rehabilitation and Recovery Support Workers work as part of an integrated team. An integrated team works together to ensure that support is provided continuously and seamlessly, including at night, on weekends, on holidays and during periods of leave. To achieve this, Peer Rehabilitation and Recovery Support Workers may work with Rehabilitation and Recovery Support Workers, Peer Workers, Social and Emotional Wellbeing Workers, and other services to ensure that participants have access to the supports that they need, when they need them.

An essential part of every HASI and CLS team member's role is the timely and accurate recording of participant information and data. Rehabilitation and Recovery Support Workers are responsible for daily, weekly and monthly data entry and maintaining file notes, as well as various program documentation.

In order to support participants accessing Wellways Programs, Peer Rehabilitation and Recovery Support Workers are required to travel across the region, including overnight stays where required.

Refer to **Attachment 1** for a reference to the overall Wellways organisation structure.

## Responsibilities

Key Functions	Key Performance Indicators
<p><b>Peer Support</b> Draw upon lived/living experience to support recovery</p>	<p>Working in the context of the individual, the family and the community, work as part of an integrated team providing intentional Peer Support, including:</p> <ul style="list-style-type: none"> <li>• Effectively and appropriately holding safe and purposeful storytelling with people who access services in order to connect with them, support them and build reciprocity via mutual understanding, trust and shared experience</li> <li>• Effectively motivate and model hope and recovery</li> <li>• Participate in co-reflection, peer-based supervision and community of practice</li> <li>• Contribute to an increased embedding of person-first, recovery-oriented and family-inclusive approaches and promote the voice of people with lived experience</li> <li>• Contribute to an inclusive workplace that values lived experience and the involvement of participants, carers and families in the work we do</li> </ul>
<p><b>Recovery Practice</b> Provide direct support to participants, family members and carers</p>	<p>Working in the context of the individual, the family and the community:</p> <ul style="list-style-type: none"> <li>• Engage participants and develop professional and trusting relationships that; Establish (or re-establish) a positive personal identity /sense of self; Build (or re-build) a meaningful life; and encourage responsibility and support to exercise choice and control</li> <li>• Provide feedback to Rehabilitation and Recovery Workers on observed areas of need</li> <li>• Following each participant’s Individual Recovery Plan, work alongside participants, their care team and family / carers to provide practical, recovery orientated supports through individual and group-based activities that support participants to attain the skills required to meet their goals</li> <li>• Following each participant’s Individual Recovery Plan, work with participants to implement individual plans and strategies to cope with psychological and suicidal distress</li> <li>• Deliver specialist interventions within scope of practice and competency</li> <li>• Encourage and facilitate connection to and participation in a range of natural and community-based activities that support the achievement of recovery goals, including other Wellways services</li> <li>• Support family members and carers, guided by the principles of family sensitive practice, utilising tools such as single session family consultation and the delivery of Wellways peer learning programs</li> <li>• Support participants to use and engage with the Wellfify mobile app and perform worker-facing tasks on the worker portal</li> <li>• Participate in peer support mechanisms, including the delivery of peer learning programs, one to one and group peer support initiatives and links to broader peer support programs, including on-line</li> <li>• Provide services in a culturally competent and safe manner for participants and families from Culturally and Linguistically Diverse (CALD) and Aboriginal and Torres Strait Islander backgrounds</li> <li>• Provide safe spaces for LGBTIQ+ participants and their families/carers</li> </ul>

<p><b>Administration</b> Ensure documentation is completed in a timely and accurate manner, contribute to a safe workplace and continuous improvement</p>	<ul style="list-style-type: none"> <li>• Complete operational and administrative requirements including file notes and record participant data on the same day in which the information is obtained</li> <li>• Provide reports, records and case studies on a regular basis and as required</li> <li>• Maintain safe work practices and a safe and healthy environment in accordance with Wellways occupational health and safety policies, procedures and applicable and legislation</li> <li>• Ensure adherence to Wellways policies and procedures and all relevant legislation and accreditation standards</li> <li>• Participate in service review and development activities, including audits</li> </ul>
<p><b>Consumer and Carer participation</b> Support the ongoing engagement of participants, family members and other relevant parties</p>	<ul style="list-style-type: none"> <li>• Encourage and support participants to provide feedback about their experience of service, including compliments and compliments</li> </ul>
<p><b>Team Effectiveness</b> Contribute to a high performing team that is supportive, collaborative and effective</p>	<ul style="list-style-type: none"> <li>• Contribute to team effectiveness by engaging with colleagues with an ethos of collaboration, co-operation and mutual support</li> <li>• Support on-going development of an environment based on shared accountability, effective knowledge sharing and providing feedback</li> <li>• Manage and plan own work, monitor own work outcomes</li> <li>• Actively participate in team meetings, service planning sessions, performance development and review, supervision and staff development activities</li> <li>• Actively build relationships and work collaboratively across Wellways</li> </ul>
<p><b>Organisational Alignment</b> Contribute to the effective operation and on-going development of the program offer to ensure that the program reflects Wellways values, best evidence-based practice and demonstrates innovation</p>	<p>Actively work with the team to ensure:</p> <ul style="list-style-type: none"> <li>• The programs reflect the core values of Wellways</li> <li>• Supports are delivered within Wellways' Practice Frameworks, the Well Together Community Recovery Model and evidence-based practice</li> <li>• Programs are reviewed to ensure they reflect individual needs</li> <li>• Quality systems and standards are incorporated to support continuous improvement</li> <li>• Effective relationships are established and maintained with other organisations</li> </ul>
<p><b>Stakeholder Engagement</b> Working with the wider community and key stakeholders to support value adding participant outcomes</p>	<ul style="list-style-type: none"> <li>• Participate in program promotion and support appropriate linkages with other community agencies, clinical services and other Wellways programs</li> <li>• Participate in the development and delivery of community education in relation to mental health</li> <li>• Represent Wellways in a variety of settings, including interacting other agencies, members, participants, carers and families to raise awareness of mental health issues at the local level and to 'market' the organisation regionally</li> </ul>

## Essential Requirements, Knowledge, Experience and Skills

<p><b>Selection Criteria (Qualifications &amp; Essential Requirements)</b></p>	<ul style="list-style-type: none"> <li>• Lived experience of mental health problems and recovery, either as a person with mental health issues or in a caring role</li> <li>• A contemporary understanding of mental health issues and recovery orientated mental health practice</li> <li>• Capacity to continuously develop practice in response to supervision, reflection, training, practice experience and feedback</li> <li>• Completion of the Certificate 4 in Mental Health, Certificate 4 in Mental Health Peer Work or Certificate 4 in Community Services, or be enrolled in and actively working toward completing one of these qualifications</li> <li>• Capability to develop rapport and activity engage with people from all walks of life, including people from diverse backgrounds and with diverse orientations</li> <li>• Ability to solve problems with reference to procedures and instruction</li> <li>• Capability to work with culturally and linguistically diverse communities and individuals</li> <li>• Demonstrated ability to work independently and as part of a team</li> <li>• Computer literacy in Microsoft Office (Word, Excel, Outlook) and internet applications</li> <li>• Able to demonstrate a professional level of literacy and numeracy appropriate to the role</li> <li>• Satisfactory Police Records Check</li> <li>• Satisfactory Working with Children Check</li> <li>• Right to Work within Australia</li> <li>• Completion of NDIS Quality and Safeguards Module 'Quality, Safety and You'</li> <li>• Current valid Driver Licence</li> <li>• Up to date Covid-19 Vaccination status, including booster/s or valid medical exemption</li> <li>• The ability to undertake some travel</li> </ul>
<p><b>Desirable skills and knowledge</b></p>	<ul style="list-style-type: none"> <li>• Previous experience working within programs for people with mental health issues</li> <li>• Experience delivering / implementing Family Sensitive Practice</li> <li>• Experience working with Culturally and Linguistically Diverse people</li> <li>• Experience working with Aboriginal and/or Torres Strait Island people</li> <li>• Experience working with people within the LGBTIQ+ community</li> </ul>

<p><b>Relevant skills and qualities</b></p>	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Effective communication skills, verbal and written including the ability to complete reports.</li> <li>• Highly developed verbal and written skills, including the ability to write clear, concise and inclusive file notes and reports</li> </ul> <p><b>Interpersonal</b></p> <ul style="list-style-type: none"> <li>• Strong skills in developing and maintaining relationships with staff and other key stakeholders.</li> <li>• Approachable and accepting manner and attitude.</li> <li>• Able to work in partnership with participants, their families and friends, as well as other members of staff and external stakeholders such as clinicians and primary health care providers.</li> <li>• Able to see things from others point of view and confirm understanding of that point of view.</li> <li>• Able to express personal views in a constructive and diplomatic manner.</li> <li>• Able to reflect on how one’s own emotions impact on others.</li> </ul> <p><b>Organising and Planning</b></p> <ul style="list-style-type: none"> <li>• Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required.</li> <li>• Able to develop and implement systems, procedures and work practices to guide work and track progress.</li> <li>• Able to organise and manage time effectively so that outcomes can be achieved.</li> <li>• Able to recognise barriers and find effective ways to deal with them.</li> <li>• Able to identify processes, tasks and resources required to achieve a goal</li> </ul> <p><b>Self Management</b></p> <ul style="list-style-type: none"> <li>• Able to understand and adhere to professional ethics and boundaries</li> <li>• Able to demonstrate self-reflective practice, identify areas for further professional or personal development, and actively participate in regular supervision</li> <li>• Able to work alone, off site and independently</li> </ul>
---	--

## Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation: As per delegation schedule

People – Number of Directs: n/a

Travel Percentage: As required

On Call: n/a

Special Requirements: n/a

## Attachment 1

### Wellways Organisational Structure

