

wellways

Position description

Title of the role:	Peer Worker
Classification:	SCHADS Level 4
Schedule:	Schedule B
Program Area:	Aftercare
Location:	Murrumbidgee (various sites)
Reports to:	Peer Worker Team Leader
Last Revised:	May 2025

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 Objectives

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

The Aftercare service is a non-clinical support service focused on providing practical psychosocial support to people experiencing a suicidal crisis or who have attempted suicide.

Support is provided for up to three months and targets those at the highest risk through referrals following hospital presentations or through specialist mental health services

Wellways works in partnership with MPHNS and MLHD to deliver the Aftercare service in the Murrumbidgee Region.

Wellways, in partnership with Murrumbidgee Primary Health Network (MPHN) recognise the unique contribution that Peers offer in the delivery of support services to improve community health and wellbeing. Peers offer an expertise that cannot be developed through study; it is their experience of a mental health issue and/or suicidal crisis or attempt, and their path of recovery, that informs their values, beliefs and expertise in the development of programs that meet the needs of community.

At the heart of peer support is the desire to instill hope, encourage self-belief and provide a compassionate response to help people to find purpose and meaning in all that they do and importantly, empower people to explore the paths towards recovery and healing that they feel are best for them. Peer workers can inspire hope and demonstrate the possibility of recovery/healing through respect and shared experiences.

Peer work is focused on health and recovery rather than illness and disability, and the essence of peer work is not what kind of service is provided, but who provides it and how.

Peer Worker Role

The purpose of a Peer Worker isn't about therapy, or having to talk about suicide, it is about connecting with someone who has some shared experience of suicidality and recovery. It is focused on empowering people by providing compassion, guidance, encouragement, motivation and follow-up.

Peer Workers will support individuals to develop skills, confidence, and knowledge to improve their wellbeing and community connections. They will encourage them to engage actively with their care team, including their Support Coordinator, to maximise the benefit they can receive from these services. And at other times they will sit and listen to their concerns, joys and experiences, knowing that being heard, and having someone to share recovery with is therapeutic.

Peer Workers will provide peer support for people in the Aftercare Program through face-to-face, telephone, text or email. People in Aftercare will be supported over a 3-month period, during which connections might be more frequent in the earlier stages, and may taper over time. The Peer Worker will be present at the first Aftercare engagement to ensure that they can be introduced to the client in the early stages, and their roles and responsibilities can be outlined and clarified with clients and their families. Where consented, the client will receive a daily call from the Peer Worker for three days

following discharge and be available for face-to-face contact during normal operational hours of the service.

Responsibilities

Key Functions	Key Performance Indicators
Essential Requirements	<ul style="list-style-type: none"> Lived experience of suicidal ideation or attempt, suicide bereavement or had a close connection to someone who has died by suicide Current valid Driver's License and the ability to undertake travel for the role Appropriate IT skills NSW Working With Children's Check Right to Work within Australia Satisfactory Police Records Check within last 12 months NDIS Worker Screening Check NDIs Worker Orientation Module <p>Working in the context of the individual, the family and the community, The Peer Worker will be expected to provide Intentional Peer Support, including:</p> <ul style="list-style-type: none"> Engage participants and develop professional and trusting relationships that help find and maintain hope; Establish (or re-establish) a positive personal identity; build (or re-build) a meaningful life; Take responsibility and control and support healing. Work with participants to identify areas of need using key assessment and outcomes measurement tools. Support participants, their care team and their family in progressing their Individual Support Plans that incorporate individual recovery goals, focusing on skill and knowledge development while working towards recovery and healing. Provide direct practical support to participants through individual support and group activities. Encourage linkages into a range of activities to support achievement of goals, including all other Wellways services as well as community-based activities or services. Ensure that all operational and administrative requirements are met including regular reporting requirements and records maintenance. Maintain an open-minded and flexible approach to the work whilst maintaining the best practice principles contained within the Code of Conduct, policies, and procedures of Wellways. Maintain safe work practices and a safe and healthy environment in accordance with occupational health and safety policies and legislation.
Peer supports	<ul style="list-style-type: none"> Develop ongoing peer support mechanisms, including the delivery of peer education programs, one to one and group peer support initiatives, and links to broader peer support programs, including on-line. Engage and co-design with existing networks to develop and support a lived experience peer workforce. Provide lived experience expertise input to service delivery, training delivery and resource development.

Administration Ensure all documentation is completed in a timely and accurate manner	<ul style="list-style-type: none"> • Ensure that all operational and administrative requirements including case notes, assessments, recovery plans and data are met including regular reporting requirements and records maintenance. • Maintain safe work practices and a safe and healthy environment in accordance with occupational health and safety policies and legislation. • Ensure adherence to Wellways' policies and procedures and all relevant legislation and accreditation standards. • Participate in service review and development activities, including audits.
---	---

<p>Carer and consumer participation Engage in ongoing consultation with participants, carers and other relevant parties</p>	<p>This will be achieved through:</p> <ul style="list-style-type: none"> • Engaging participants in the planning, delivery, development, monitoring and evaluation of services. • Regularly reviewing the ways in which services are provided to ensure the program is service aligned with individual needs. • Providing services in a culturally competent manner for participants and families from Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse (CALD) backgrounds.
<p>Team Effectiveness Working as an active member of the program team to ensure the achievement of program goals and the application of best practice frameworks.</p>	<p>This will include:</p> <ul style="list-style-type: none"> • Working as part of a support team on the basis of an ethos of collaboration, co-operation and mutual support. • Support for, and on-going development of, an environment based on shared accountability and effective knowledge sharing. • Co-operating with all team members to ensure continuity of care and the provision of an exceptional service offer. • Actively participating in team meetings, service planning sessions, PDR supervision and staff development activities.
<p>Knowledge</p>	<ul style="list-style-type: none"> • Knowledge of personal, family and social groups associated with suicidal ideation and attempts, including with groups identified to be at increased risk of suicide or experiencing a suicidal crisis; • Knowledge of current trends and practices in educational and community development suicide prevention work. • Good understanding of recovery principles and/or strengths-based principles.
<p>Stakeholder Engagement Working with the wider community and key stakeholders to support value adding participant outcomes</p>	<ul style="list-style-type: none"> • Working with the service system and the community to ensure an integrated response. • Participating in program promotion and developing appropriate linkages with other community agencies, clinical services and other Wellways programs. • Participating in the development and delivery of community education in relation to wellbeing and suicide prevention and support. • Representing Wellways in a variety of settings, including other agencies, members, participants, carers and families to raise awareness of mental health issues at the local level and to 'market' the organisation regionally.

Skills	<ul style="list-style-type: none"> • Effective communication skills with people from a variety of backgrounds, including people from CALD backgrounds. • Highly developed verbal and written skills, including the ability to write case notes and contribute to evaluation reports and documents. • Ability to build strong community networks utilising grass root approaches. • Demonstrated skills and ability to work effectively with clients, family members and service providers. • Liaising with external partners and stakeholders including GP's, hospitals and other relevant NGOs and Government organisations. <p>Interpersonal:</p> <ul style="list-style-type: none"> • Demonstrated empathy and treats all people with dignity and respect. • Able to work in partnership with individuals from trauma informed perspective, their families and friends, as well as other members of staff and external stakeholders such as clinicians and primary health care providers. • Able to facilitate active participation by vulnerable peoples, their families, and friends in all aspects of service delivery. • Able to advocate effectively for participants, their families and friends, based on their choices. • Demonstrated ability to build supportive and respectful relationships with people experiencing distress, including families and carers. <p>Organising and Planning:</p> <ul style="list-style-type: none"> • Provide appropriate, tailored assessments and facilitate care plans for each individual. • Accurately upload data and reports to the appropriate database or other system, within specified timeframes. • Accurately record time spent with participants for reporting purposes. • Prioritise processes, tasks and resources required to achieve goals, and then implement them to achieve the required outcomes. <p>Self-Management:</p> <ul style="list-style-type: none"> • Understanding of, and adherence to, professional ethics and boundaries. • Demonstrate self-reflective practice, able to identify areas for further professional or personal development, as well as actively participate in regular supervision.

- Ability to work alone, off site and independently.

Information Technology:

- Competent in Microsoft Office Suite.
- Comfortable with learning/using Client Management Systems.

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

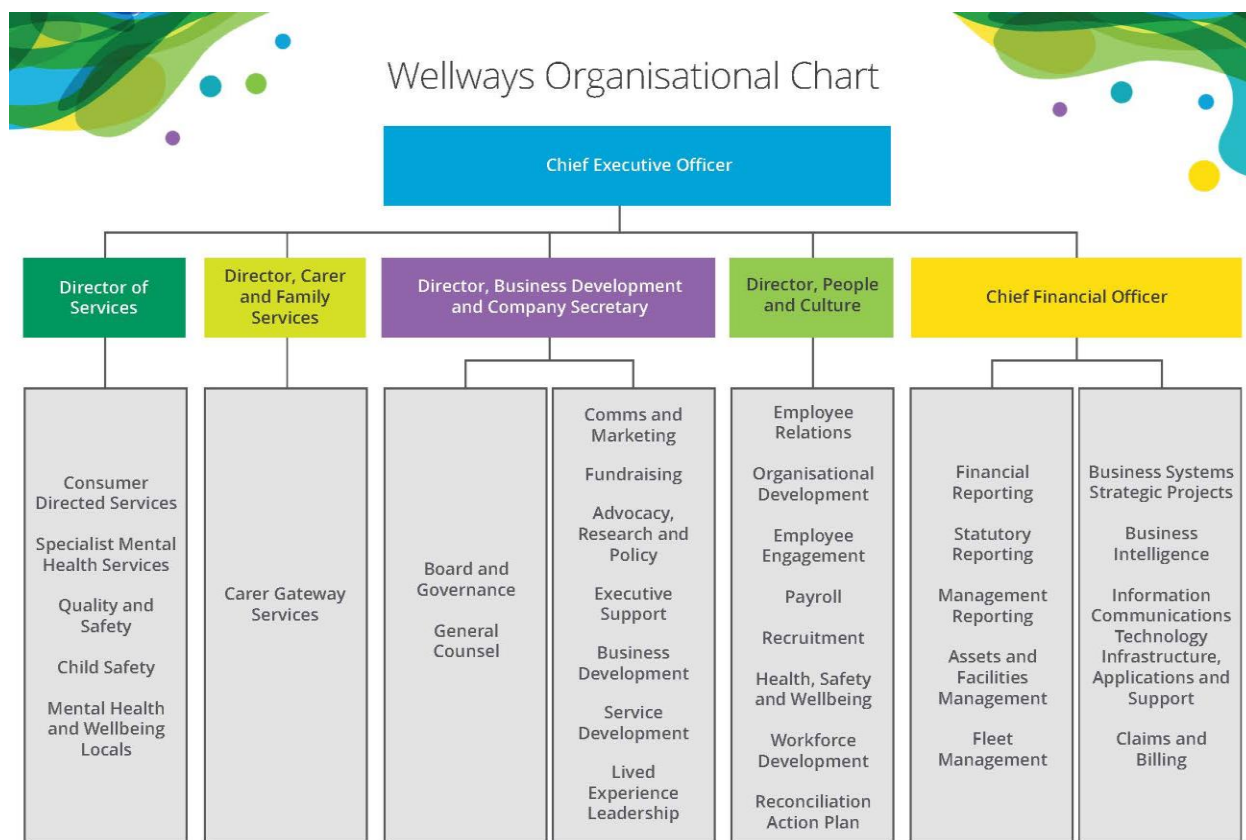
People – Number of Directs: 0

Travel Percentage: As required

On Call: ~~As required~~ n/a

Special Requirements: n/a

Attachment 1



W1558 30/09/24 v1