

POSITION DESCRIPTION

Peer Worker, Suicide Prevention Outreach Virtual Team, Towards Zero Suicide Initiatives - Location Negotiable - Incentives Offered

Working in Southern NSW... People Caring for People

Our staff work in collaboration with all team members to ensure the needs of our patients and families are central to the decisions of the health care we provide.

You are committing to demonstrate the CORE values and behaviours

Collaboration, Openness, Respect and Empowerment.

Organisation	NSW Health
Local Health District / Agency	Southern NSW Local Health District
Position Classification	Health Educ Off Grad ,Health Educ Off Non Grad
State Award	Public Hospital (Professional & Associated Staff) Conditions of Employment (State) Award
Category	Mental Health, Drug & Alcohol Mental Health Clinician
Vaccination Category	Category A
ANZSCO Code	251911 Health Promotion Officer
Website	www.snswhd.health.nsw.gov.au/

PRIMARY PURPOSE

For many people experiencing a suicidal crisis, emergency departments are often not ideal locations for people who are in psychological distress so the SPOT will provide assertive mobile outreach where people live their lives and feel more comfortable. You will use your personal lived experience of suicidal crisis or caring for someone experiencing suicidal crisis to provide appropriate responsive care working with other professionals to support and link people with appropriate services.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

ESSENTIAL CRITERIA

- Minimum Qualification Certificate IV in Mental Health Peer Work (consumer), including completion of CHCCCS003: Increase the safety of individuals at risk of suicide or willingness to complete it within 18 months of commencing and willingness to complete other essential Towards Zero Suicide training

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modules as soon as practical.

KEY ACCOUNTABILITIES

- Provide direct peer support to people at risk of suicide via rapid response mobile outreach using personal lived experience of suicidal crisis and/or attempt to facilitate hope, promote social connection, and reduce isolation and loneliness.
- Support consumers using person centred, recovery oriented and trauma informed care approach in recovery and wellness planning to help gain a sense of control and empowerment over their lives by building on strengths and resources.
- Engage and work collaboratively with other members of the mental health peer workforce and actively participate in systemic advocacy and quality improvement activities as appropriate.
- Provide direct face to face or virtual/telehealth support for people experiencing suicidal ideation and/or emotional distress, ensuring all aspects of engagement are conducted in a culturally sensitive manner.
- Peer workers will deliver support that aligns with the principles of step up/step down care. This includes providing a link between acute mental health services if there are concerns over a consumer's wellbeing (Step-Up care), and the community including referrals to community managed support services, primary health networks and private practice (Step-Down).
- Work collaboratively with families and support networks of people experiencing suicidality to ensure they are appropriately engaged, consulted, informed, educated and supported wherever possible.
- Work collaboratively in pairs with a clinician on an equal footing and with other members of the multidisciplinary team; and other internal and external stakeholders to ensure that the identified needs of consumers are met.
- Engage in ongoing professional development, including attending regular peer supervision, participating in state-wide suicide prevention communities of practice, undertaking all mandatory training, and maintaining knowledge of relevant policy and legislative documents.
- Accurate collation and timely completion of health care information in the relevant health care record systems to ensure necessary information is available to meet legal requirements and guide ongoing care planning.

KEY CHALLENGES

- Work to establish respectful and positive relations with Mental Health Service Staff, consumers, families and carers and other key stakeholders.
- Actively promoting the rights and responsibilities of consumers in emotionally challenging and complex situations, while maintaining personal resilience and mental wellbeing.
- Management of complex clinical issues with multiple stakeholders whilst maintaining appropriate professional boundaries.

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KEY RELATIONSHIPS	
Who	Why
Manager/Supervisor	Provide and receive feedback, for performance and day to day operational issues to ensure consultancy service is in line with agreed priorities and plans.
Multidisciplinary team including peer workers	Peer support, advice and shared decision making in consultation with senior staff. Participation in meetings.
MHDA Lived Experience Coordinator	To provide support and direction in relation to role definition, quality initiatives, governance and strategic directions, provision of system of supervision & leadership.
Individual/s, their families, carers and other relevant parties	Liaison, communication and advice regarding treatment options/expected outcomes.
External healthcare providers/ organisations / Peer Workers / Community Managed Organisations/emergency services (police and ambulance)	Liaison and communication for ongoing care, support and treatment of consumer Peer consultation, mentoring, training and support to maintain currency in evidence-based standards for peer support work.

SELECTION CRITERIA

1. Minimum Qualification Certificate IV in Mental Health Peer Work (consumer), including completion of CHCCCS003: Increase the safety of individuals at risk of suicide or willingness to complete it within 18 months of commencing and willingness to complete other essential Towards Zero Suicide training modules as soon as practical.
2. Personal lived experience of a suicidal crisis, mental distress and recovery, and ability to meaningfully and purposefully use lived experience to provide peer support to people at risk of suicide.
3. Good communication skills with the ability to communicate empathically and supportively with mental health service consumers, effectively with mental health service providers and other services; and demonstrated effective negotiation, time management, and written and verbal communication skills through varied platforms (email, virtual/telehealth, medical records).
4. Understanding of the suicide prevention sector and ability to utilise appropriate suicide prevention supports such as safety planning, managing risk (including promoting dignity of risk).
5. Understanding of the nature of mental health service delivery, including knowledge of State and national policies and directions for mental health services; in particular, the Towards Zero Suicide initiatives. Demonstrated experience using recovery-oriented and trauma-informed principles in providing support to consumers.
6. Experience in working collaboratively with individuals and groups including consumers, carers, the multidisciplinary team and other stakeholders. An ability to provide "tailored" assertive support and care to consumers consenting to peer support in the community.
7. Experience working in community outreach and/or providing community support in people's home environments and/or drop in centres.

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8. Evidence of a current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/travel as the role requires. This may involve driving long distances and overnight stays.

OTHER REQUIREMENTS

- Southern NSW Local Health District is committed to providing a person centred environment focusing on all aspects of safety and quality. Each employee has a responsibility to ensure the highest standard of quality care. Role and responsibilities are to be performed in a manner that is in accordance with relevant legislation, awards, state and local policies, procedures and guidelines.
- All employees contribute to a constructive workplace culture and a safe workplace by modelling the organisation's CORE values of Collaboration, Openness, Respect and Empowerment (CORE) and ensuring all workplace conduct aligns with the behaviours associated with those values and the NSW Health Code of Conduct.
- All employees participate in the performance development and review process for own professional/personal development and to identify educational and development needs.
- All employees must take all reasonable care for themselves and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.