

## Position Description

### Frankston Mental Health and Wellbeing Local

|                                |   |
|--------------------------------|---|
| <b>Position Title:</b>         | Peer Service Navigator  |
| <b>EBA / Award:</b>            | Social, Community, Home Care and Disability Services Industry Award |
| <b>Classification:</b>         | Level 4 (Schedule B)  |
| <b>Reports to Operational:</b> | Support & Connect Team Lead   |
| <b>Reports to Discipline:</b>  | Senior Peer Service Navigator                                       |
| <b>Primary Site:</b>           | Frankston   |
| <b>Last updated:</b>           | March 2025  |

Be part of a major boost to mental health and wellbeing in Victoria!

#### The Frankston Mental Health and Wellbeing Local

The Mental Health and Wellbeing Locals are a big and important step towards ensuring all Victorians – no matter their experience – get valuable and supportive mental health care in their community. In Frankston, Wellways, Mentis Assist and Peninsula Health are working together to provide innovative, mental health and wellbeing supports to ensure everyone can access treatment and care closer to home.

The new Frankston Mental Health and Wellbeing Local will provide welcoming and inclusive support for people aged 26 years and over who are experiencing mental health challenges, including people with co-occurring alcohol and drug addiction treatment and care needs.

More than ever before, we are working with the local community and people who have a personal experience of mental health issues and recovery to build these services so they are the best they can be. Our services will be co-produced by consumers, carers and the local community.



#### Kindness and compassion

We will commit to a compassionate approach and understanding and foster a culture that strives to understand people within people exist in and have complex intersectional circumstances that can lead to psychological distress.

#### Respectful collaboration

We are respectful and recognise the power in our different experiences and organisations world views. We will commit to find common lexicon and definitions to reduce confusion.

#### Equality and equity

We will strive for equality and equity, in our approach to partnership and to the community we serve and aim to break down the barriers caused by power and privilege recognising we come together toward a common goal.

#### Honesty and courage

We will have robust feedback mechanisms in our model of care and governance structure to actively engage with community and participants to ensure we are meeting their needs.

#### Excellence and accountability

Our work will be evidence-based and we commit to continuous quality improvement processes to ensure the people using our service have excellent outcomes.

## Position Description

### Frankston Mental Health and Wellbeing Local

#### Commitment to Reconciliation

The Frankston Mental Health and Wellbeing Local knows that Aboriginal and Torres Strait Islander people have not always been well-served by mental health and disability organisations, and that their social and emotional wellbeing has been impacted by generations of trauma, injustice and deprivation. As partner organisations we recognise our responsibility in addressing these issues of injustice, inequality and stigma as part of ensuring our services are both welcoming and helpful for people and their families. As part of our commitment to reconciliation we are working to create culturally aware and safe services for First Nations Community Members.

#### Working together - how we will deliver services

The Frankston Mental Health and Wellbeing Local is community led and integrated through partnership that shares power creating a responsive flexible and helpful service.

The Frankston Local will operate seven days a week, with extended operating hours to support a flexible and responsive service. The Local Service model will provide an integrated treatment, care and wellbeing support response for consumers experiencing a mental health challenge and co-occurring substance use or addiction and their family members or carers. This approach will improve capacity of individuals to engage in our community and respond to any future psychological distress.



#### Community

The locals will be community-led, coproduction will be the means in which we ensure a diverse range of perspectives are included in design, delivery and governance of the local ensuring it reflects, responds and is accountable to the local community it supports.

#### Connected

An integrated service system connected through governance (partnership, operational and clinical) systems and workforce ensures people can access the right support at the right time.

#### Creating capacity for citizenship

Our model of care and governance structure, has been designed to create capacity; in community, our workforce, individuals and their natural supports to recognise and respond to psychological distress and to address the barriers that impact people from participating in community and leading meaningful lives.

## Position Description

Frankston Mental Health and Wellbeing Local

### Team

Support and Connect Team – Service Navigation

The Frankston Local Adult and Older Mental Health and Wellbeing services are community led and integrated through partnership that shares power; creating a responsive, flexible and helpful service experience.

### Role Purpose

Utilising your real-life experience, coupled with skills learned through education and training the Peer Service Navigator, employed by Wellways, will support and represent people impacted by mental illness, psychological distress and substance use or addiction.

This role will work with other disciplines to instil hope through positive self-disclosure and positive role modelling, offering practical ways of overcoming day-to-day barriers and by challenging each other to try new things.

Main responsibilities of the role include:

- Providing intentional peer support
- Providing one on one service navigation and care planning
- Group peer delivery, *Discovery, Thinking About Work*
- Capacity building
- Support engagement with treatment supports

### How you will make a difference

A key recommendation from the Victorian Royal Commission into Mental Health is that services are designed and delivered by people with lived experience, as research shows that this leads to improved participant outcomes and experiences. You will play a vital role in ensuring that participants, carers and their families receive valuable and supportive mental health care. **Peer service navigators** will guide people through an **intentional journey of evidence-based treatment, care and support**, supporting people to achieve wellbeing and optimal participation in the community.

Now is your chance to shape the future of mental health and wellbeing in Victoria to ensure that everyone is supported and included.

## Position Description

Frankston Mental Health and Wellbeing Local

### Key areas of accountability

| Area              | Deliverable   |
|-------------------|---|
| Service provision | <ul style="list-style-type: none"> <li>• Utilising the Peer Support Framework, undertake intake, planning and assessment.</li> <li>• Assist the participant, their family, carers and supporters to engage/remain engaged in and navigate the Local service and facilitate re-entry if required.</li> <li>• Build peer relationships using the Intentional Peer Support model</li> <li>• Convene Wellbeing Network Meetings at key stages to bring everyone together to co-formulate and plan using relational mapping and principles of open dialogue.</li> <li>• Support participants to access relevant NDIS support services.</li> <li>• Provide participants who do not meet service criteria with alternative options and facilitate referrals to ensure a “no wrong door approach” is met</li> <li>• Work with participants and carers to develop an agreed action plan that reflects their aspirations, responds to their current support needs and contributes to their overall health and wellbeing</li> <li>• Ensure plans focus on providing service solutions that maintain and strengthen a participants and carers health and wellbeing and their ability to sustain in their caring role.</li> <li>• Proactively help the participant to identify, engage and remain engaged with the range of health and social care services they need, as well as access local social and community activities.</li> <li>• Ensure referrals and service confirmation is provided to service delivery teams with accurate and complete information that allow for the timely commencement of service(s)</li> <li>• Collaborate with clinical partners to create Risk assessments, including assessment of suicide risk and violence risk, develop action and safety plans to mitigate any risks, providing follow up support if required, and communicating all risk with Team Leader</li> <li>• Facilitate and participate in joint planning/case conferencing to ensure a coordinated response between the participant’s health, wellbeing, disability supports and other needs.</li> <li>• Undertake service provision in a manner that adheres to the</li> <li>• Local principal values and ethos</li> <li>• Undertake any additional tasks as requested that reasonably fall within the scope of the position and classification.</li> </ul> |

## Position Description

### Frankston Mental Health and Wellbeing Local

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| <b>Facilitation/Presentation of Programs</b>  | <ul style="list-style-type: none"> <li>• Facilitate group Peer delivery, Discovery, Thinking About Work and support other groups if required. Encourage and support participant to seek follow up support with other appropriate services.</li> <li>• Engage positively with key external and internal stakeholders</li> <li>• Evaluate the effectiveness of In-Person Peer support sessions through the use of the Participant Surveys</li> </ul>  |
| <b>Quality</b><br>Drive and support the overall effectiveness of Local Services ensuring that services reflect Locals values, best evidence-based practice, demonstrate innovation, are evaluated and are accountable to funding bodies | <ul style="list-style-type: none"> <li>• Ensure the service approach incorporates the following service principles: participant, carer and family Focussed, Practical and Flexible, Inclusive</li> <li>• Ensure all assessments and documentation is provided to relevant service delivery teams in a timely manner</li> <li>• Ensure appropriate documentation is maintained in the Locals client management system as required to meet statutory requirements including statistical data for reporting purposes. Maintain strict client confidentiality while reinforcing the client's rights and responsibilities</li> <li>• Adhere to protocols and agreements between Locals, consortium partners and relevant service providers</li> <li>• Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.</li> <li>• Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act etc) and actively promote compliance to any such standards and legislation.</li> <li>• Complete all mandatory training by the due date.</li> </ul> |
| <b>Stakeholder engagement and advocacy</b> Ensuring active intervention in health promotion and Advocacy  | <ul style="list-style-type: none"> <li>• Establish and maintain relationships with local service providers and community organisations</li> <li>• Where participant, carer and family needs are best met through other agencies, advocate with those agencies to access assistance</li> <li>• Represent the Local in a variety of settings, including national and international forums within the scope of the role</li> <li>• Support lived experience leadership and advocacy</li> </ul>   |

## Position Description

Frankston Mental Health and Wellbeing Local

### Key Requirements

| Area  | Description   |
|---|---|
| <b>Qualifications, Technical Knowledge and Experience</b> | <p>Required:</p> <ul style="list-style-type: none"> <li>• Personal experience of a mental illness or psychological distress and recovery</li> <li>• Certificate IV/Diploma in Mental Health or Peer Work, AOD <b>or</b> tertiary qualification in social science <b>or</b> 1+ year relevant work experience in mental health sector <b>or</b> intentional Peer Support Training.</li> <li>• Confidently share relevant personal experiences with program participants in a safe and supportive manner, ensuring their benefit and wellbeing</li> <li>• Demonstrated skill in establishing empowering and supportive partnerships with individuals, families and carers</li> <li>• A commitment to Person centred practice and maximising the opportunities and support for people with a mental illness or psychological distress within their local communities</li> <li>• Able to plan, prioritise and work independently to ensure outcomes are achieved.</li> <li>• The ability to express personal views and tackle sensitive information in a constructive and diplomatic manner.</li> <li>• An understanding and demonstrated commitment to social inclusion and diversity.</li> <li>• Ability to meet service target requirements while effectively managing increasing participant demand and service needs</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Completed Intentional Peer Support Training or willingness to complete.</li> <li>• Strong focus on excellent customer service</li> <li>• Prior experience working within the Mental Health sector, health or community based organisation</li> <li>• Data entry and record keeping experience</li> </ul> |
| <b>Information technology</b>                             | <ul style="list-style-type: none"> <li>• Prior experience or willingness to learn and work with Microsoft office, CRM system and other applications as required.</li> </ul>   |
| <b>Compliance</b>   | <ul style="list-style-type: none"> <li>• National Police Check</li> <li>• Current Working with Children Check-employment</li> <li>• Evidence of right to work in Australia</li> <li>• 100 points of identification</li> <li>• NDIS Worker Orientation Module completion certificate</li> <li>• NDIS Worker Screening Check</li> </ul>   |

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| <b>Other</b> | <ul style="list-style-type: none"> <li>Hours of work for this role will initially be rostered between the hours of Monday to Friday 8.30am-5.00pm, however services hours will extend as the services expand (from November 2024) providing broader service provision later in the evenings (up to 8.00pm) and on weekends (9.30am-5.00pm). Changes to rosters will be made in consultation.</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>Aboriginal, Torres Strait Islander, people living with a disability and Culturally and Linguistically Diverse people are encouraged to apply</li> </ul> |
|--------------|--|

### Required Values & Behaviours

|                              | Description   |
|------------------------------|---|
| Customer Focus               | <ul style="list-style-type: none"> <li>Ensure an excellent standard of service is offered by partnering with participants and/or carers and the community at all levels of health care provision, planning and evaluation.</li> <li>Demonstrate a commitment to the participant 'Charter of Healthcare Rights.'</li> <li>Maintain a professional and friendly approach in all interpersonal communication with participants and colleagues.</li> <li>Recognise and respond to the needs and requirements of each individual participant and/or carer.</li> </ul>  |
| Collaboration                | <ul style="list-style-type: none"> <li>Build and maintain positive relationships with participants, carers, and community members</li> <li>Build relationships across the partner organisations involved in the service to support team cohesion</li> <li>Build cooperation and overcome barriers to information sharing and communication across the team</li> <li>Share lessons learned across the team</li> <li>Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>Seek contributions and ideas from people with diverse backgrounds and experience</li> </ul> |
| Commitment to reconciliation | <ul style="list-style-type: none"> <li>Demonstrates commitment to reconciliation</li> <li>Work towards create culturally aware and safe services for First Nations Community Members</li> </ul>   |



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| Quality and Safety | <ul style="list-style-type: none"> <li>• Ensure participant safety and quality of care is the highest priority.</li> <li>• Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all participants.</li> <li>• Ensure and take all reasonable care for your personal safety and the safety of, participants and colleagues.</li> <li>• Ensure any hazards or incidents identified are reported promptly and that risk controls are implemented to eliminate/reduce risks and ensure the safety of staff as well as others.</li> <li>• Actively participate in workplace health and safety initiatives and consult with colleagues and management in relation to issues that impact on the safety of the workplace.</li> <li>• Comply with all Policies and Procedures</li> <li>• Maintain confidentiality as per Frankston Mental Health Local policies and procedures and in accordance with relevant privacy and health records legislation.</li> <li>• Actively involve participants and/or carers in quality and safety improvement activities.</li> <li>• Maintain up-to-date immunisation status related to own health care worker category.</li> <li>• Ensure that the principles of general and participant manual handling are adhered to.</li> <li>• Ensure compliance with relevant legislation, Frankston Mental Health Local Policy on medication management and medication safety and, work in partnership with consumers and colleagues to promote medication safety.</li> </ul> |
| People & Culture   | <ul style="list-style-type: none"> <li>• Create and develop a positive working relationship with team and colleagues.</li> <li>• Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies.</li> <li>• Actively participate in relevant professional development.</li> </ul>  |