



Consumers of Mental Health WA

Listen. Advocate. Change.

POSITION DESCRIPTION

PEER NAVIGATOR (PEER PATHWAYS)

Employment framework: Social and Community Services (Western Australia) Interim Award 2011 Level 4.1

ABOUT THE ROLE

As a peer navigator you will support people with mental health issues to navigate options available to support their mental health and wellbeing needs. This includes supporting people to understand and navigate the mental health system, and connecting people with relevant services, programs, providers, groups or activities.

You will be working in fast-paced office environment. A large part of the role is taking calls from consumers and their family, loved ones, carers, and support professionals, and engaging in active listening, empathetic communication, and supported decision-making processes to explore needs, experiences and preferences for support.

This position works collaboratively with other team members and across the organisation. It involves keeping accurate records and documentation and performing research into services and support options in WA. It also involves making calls, sending emails, and updating databases and service directories with new service information.

CORE SKILLS AND ATTRIBUTES FOR THIS POSITION

- **Values driven:** The ability to demonstrate CoMHWA's values of kindness, respect, integrity, social justice, connection and courage.
- **Flexible and perceptive:** The capacity to adapt in order to meet consumer, peer and organisational goals and ability to respond with sensitivity to consumer needs to provide a tailored approach.
- **Collaborative:** A demonstrated commitment to working collaboratively with and ability to develop connections with others including consumers, their families/carers, staff, volunteers and sector partner to understand needs and discover support pathways.
- **Resourceful:** Capacity to problem-solve, think outside of the box and use research and networking skills to discover appropriate and relevant support and service pathways.
- **Organised and diligent:** Demonstrated time-management, organisation and prioritisation skills with a strong attention to detail.
- **Responsible and takes initiative:** Ability to take ownership of specific tasks and projects and to exercise sound judgement, create safer boundaries, and exercise initiative in seeking feedback and direction.

BRIEF STATEMENT OF DUTIES / PERFORMANCE AREAS

A. PEER NAVIGATION, PROVISION AND EVALUATION

- Provide relevant and appropriate options and pathways via accessible, clear and timely phone and email communication to support individuals, together with their families, carers, and service providers to access the supports needed to promote mental and physical wellbeing.
- Provide Peer Support through phone and email communication, responding in trauma-informed and appropriate way to consumers experiencing distress and crisis.
- Collaborate with consumers (and their families, carers and service providers) to discover their wellbeing preferences and needs through supported decision-making.
- Conduct research, engaging with services and collaborating with team members in order to locate relevant and appropriate service and support options.
- Collaborate with service providers and other sector stakeholders to facilitate engagement with Peer Pathways and with consumers, and to develop navigation supports.
- Collaborate with Peer Pathways team and CoMHWA staff to develop navigation pathways and resources and provide appropriate support for consumers, carers, families and service providers.
- Document consumer contacts, service delivery, and service information in accurate and clear formats, and in ways that maintain confidentiality of consumer information.
- Develop and maintain clear, accurate and accessible navigation resources for consumers, service providers, and community.
- Maintain quality of service and resources provided through the project and complete tasks within agreed timeframes.
- Identify and manage risks, including risks to CoMHWA and to project objectives, and escalate where required.

B. QUALITY IMPROVEMENT

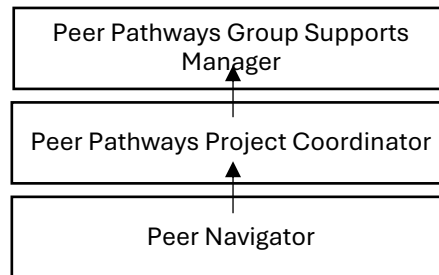
- Participate in ongoing evaluation and quality improvement activities in the project and in CoMHWA, including providing feedback for continuous improvement.
- Identify and progress opportunities to maximise longer-term sustainability, outcomes and impact of project activities.
- Participate in professional and performance development opportunities as required including project-specific training and (optional, though encouraged) regular Peer Supervision.

C. GENERAL

- Collect quantitative and qualitative data as required by the CEO or their delegate.

- Participate in engagement activities, which may include preparing and delivering written and verbal presentations, as required by the CEO or their delegate.
- Comply with relevant legislation including Equal Employment Opportunity, Occupational Health and Safety, and all policies, procedures and guidelines as determined by CoMHWA.
- Perform other duties as required by the CEO or their delegate.

REPORTING RELATIONSHIPS



SELECTION CRITERIA

QUALIFICATIONS

Relevant professional or volunteer experience, and/or vocational or tertiary qualifications in mental health, Peer work, social sciences, humanities, community development or related field.

ESSENTIAL MINIMUM REQUIREMENTS

- **It is a genuine occupational qualification of this position to have a lived experience of mental health/social and emotional wellbeing issues and recovery in accordance with section 66(s)(c) of the Equal Opportunity Act 1984.**
- Ability to draw from lived experience in work contexts in intentional and effective ways.
- Demonstrated ability to work with members of the community in ways that foster hope and empowerment and maintain a strong consumer focus.
- Experience in working with people across a diversity of backgrounds.
- Excellent interpersonal and communication skills and ability to communicate effectively across boundaries, barriers and contexts.
- Skills in organisation, planning and time management, including meeting deadlines, managing competing priorities, and keeping accurate records and documentation.
- Demonstrated ability to work effectively both autonomously and as part of a team to accomplish shared goals.
- Demonstrated analytical and problem solving skills in order to develop strategies, ideas and opportunities for resolving issues.
- Working knowledge of the mental health, health and wellbeing service sector in WA and strong research ability to maintain service knowledge.

DESIRABLE

- Have or are currently undertaking a Certificate IV Mental Health Peer Work qualification.
- Experience in working (in either a paid, placement or volunteer role) with people with lived experience of mental health issues.
- Experience in working in a helpline or phone service.

Research shows that candidates from underrepresented groups (Aboriginal, Torres Strait and Pacific Islander peoples, people of colour, women, non-binary and gender diverse people, LGBTQIA+ communities, and people with disability) often do not apply for roles if they do not meet all the criteria – unlike majority candidates meeting significantly fewer requirements. We strongly encourage you to apply if you are interested, we would love to know how you can contribute to our team with your unique experiences.

APPOINTMENT FACTORS / PREREQUISITES:

- Current ID;
- National Police Certificate;
- Working with Children Check (mandatory funding requirement);
- Certification of qualifications (if applicable);
- Fully vaccinated against infectious diseases in line with advice from Department of Health.

POSITION TYPE / REMUNERATION

POSITION TYPE AND TERM

Position type: Contract, part-time
Position term: Fixed term to 31st December 2026

A full-time equivalent position (1.0FTE) at CoMHW is seventy-five (75) hours per fortnight.
FTE for this position: .4 (30 hours per fortnight)- .6 FTE (54 hours per fortnight).

REMUNERATION

Award: Social and Community Services (Western Australia) Interim Award 2011 (SACS)
Level: 4.1
Superannuation: 12%
Salary packaging: Salary packaging is available on approval from the Chief Executive Officer. CoMHW is classified as a Health Promotion Charity by the Australian Taxation Office.

Please refer to the Australian Taxation Office website
<http://www.ato.gov.au/nonprofit> and follow the links for further information.