

Position Description

Title	Peer Support Worker
Business Unit	Early Intervention Psychosocial Response (EIPSR) Program
Location	42A Dyte Parade, Ballarat
Employment type	Part Time, Maximum Term
Reports to	Team Leader Community Mental Health & Well-being

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice
Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Early Intervention Psychosocial Support Response (EIPSR) program, delivered in partnership with Grampians Health, provides trauma-informed, recovery-oriented psychosocial support to adults aged 18–64 living with severe mental illness across the Grampians/Central Highlands region. The program supports individuals who are ineligible for, or awaiting access to, the NDIS and are engaged with Grampians Health Mental Health Services.

Using a biopsychosocial and person-centred approach, EIPSR delivers outreach-and centre-based support for up to 12 months to assist consumers in building independence, strengthening community connections, and achieving individual recovery goals. The program works collaboratively with consumers, health services, and community agencies to address a range of psychosocial needs, including housing, health, education, employment, financial wellbeing, and social inclusion, while promoting self-advocacy, resilience, and recovery.

Position Description

Peer Support Worker

Peer Support Workers are integral members of EIPSR team, role modelling a unique lived experience of recovery and long-term stability that instils hope, and supports consumers to lead meaningful and self-directed lives.

Position Overview:

The EIPSR Peer Support Worker provides recovery-oriented peer support to adults experiencing severe mental illness, drawing on their own lived experience of mental health challenges, recovery, and sustained wellbeing. In collaboration with consumers, their support networks, the EIPSR team and clinical mental health services, the Peer Support Worker walks alongside consumers while they navigate their recovery journey and works with them to develop an individual recovery plan, achieve their goals and participate in their chosen community. Through purposeful sharing of lived experience, the Peer Support Worker role models hope, empowerment, self-determination, resilience, and social inclusion, ensuring the lived experience perspective is embedded in all aspects of service delivery.

2. Scope

Budget:

Nil

People:

Nil

3. Relationships

Internal

- Manager of MH, AOD, Carers & Community Supports
- Team Leader Community Adult Mental Health Programs.
- Uniting Principal Practitioners
- EIPSR team
- Other Uniting programs, staff and volunteers.

External

- Consumers, their families and significant others
- Clinical and lived experience staff of Grampians Mental Health and Wellbeing Service
- General practitioners and other primary healthcare services
- Other community services & partner services
- Mental Health lived experience workforce networks.

4. Key responsibility areas

Provision of Direct Service Delivery:

- Provide recovery-oriented peer support to consumers in line with the Department of Health Mental Health Lived Experience Discipline Framework and through purposeful use of lived experience, fostering hope, empowerment, self-determination, resilience, and social inclusion.
- Provide site-based and outreach support to EIPSR consumers within the Grampians and Central Highlands regions.
- Develop and maintain positive peer relationships with consumers through individual support, group facilitation, and stakeholder engagement.
- Collaborate with consumers, families, carers, clinicians, and community services to support recovery planning, risk assessment, goal achievement, and access to appropriate services and supports.

Position Description

Peer Support Worker

- Assist consumers to navigate health, mental health, disability, housing, financial, and community systems, including support with NDIS and Disability Support Pension applications where appropriate.
- Support consumers to build self-management, problem-solving, communication, and social relationship skills while encouraging engagement with treatment, rehabilitation, and community-based supports.
- Co-facilitate and contribute to the evaluation of recovery-focused groups, activities, and community participation opportunities in partnership with the Mental Health and Recovery Clinician.
- Promote a strengths-based, person-centred approach that values consumer choice, dignity, independence, and recovery.
- Maintain professional and personal boundaries in accordance with Uniting's values and recovery-oriented practice; demonstrate awareness of risks relating to collusion, unhealthy relationship dynamics, and Family Violence; comply with organizational policies, procedures, operational requirements, scope of practice, leadership direction, and work health and safety requirements, particularly in outreach and group-based settings.

Collaboration & Partnerships:

- Develop and maintain effective working relationships with consumers, colleagues, partner organisations, and external stakeholders to ensure coordinated, high-quality, recovery-oriented service delivery.
- Collaborate closely with the Team Leader, Mental Health & Recovery Clinicians, Grampians Health clinicians, lived experience workforce and psychiatrists to support integrated care and positive consumer outcomes.
- Contribute to the development and maintenance of community partnerships that support service access and delivery, group program development, and co-design initiatives.
- Model professional, safe, and respectful boundaries in all interactions with consumers, staff, and stakeholders.
- Maintain confidentiality and uphold privacy requirements in accordance with organisational policies, professional standards, and legislative obligations.
- Promote effective communication, teamwork, and collaborative practice to enhance consumer engagement and service effectiveness.

People & Team:

- Work closely with team members to deliver coordinated, high-quality services.
- Promote and maintain a positive, respectful and enthusiastic work environment. Participate in regular team meetings, decision-making processes, and professional development.
- Contribute to an inclusive workplace environment and culture which supports diversity, develops teamwork and ensures the provision of quality services for clients.
- Capacity to collaborate with the Mental Health and Recovery Clinicians, Team Leader and Service Manager to develop an understanding of the community services sector and ability to build strong relationships with service providers, agencies, and key stakeholders.

Quality, Risk and Continuous Improvement:

- Actively participate in supervision, team meetings, professional development, performance reviews, and service planning activities, contributing a lived experience perspective to support recovery-oriented practice and service improvement.
- Maintain professional, ethical, and confidential relationships with consumers, colleagues, and stakeholders in accordance with organisational values, policies, and professional standards.
- Maintain current knowledge of relevant legislation, recovery-oriented practice frameworks, mental health advocacy services, and sector reforms to ensure practice remains contemporary and compliant.
- Contribute to the development of best practice, service improvements, policies, and quality initiatives through the application of lived experience knowledge and recovery principles.
- Seek guidance and support from leadership and clinical staff as required to ensure safe, effective, and accountable practice.

Position Description

Peer Support Worker

Supervision & Professional Development:

- Actively participate in ongoing professional development via the annual performance reviews, individual and group supervision provided by Uniting and attend training as required.
- Demonstrate an awareness and understanding of emerging research findings and best practice developments.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and wellbeing of children who come into association with us; work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour; and declare anything that may impede your suitability to work with children and/or young people
- Ensure appropriate use of resources: actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace; and identify opportunities to integrate and work collaboratively across teams to enhance the delivery and understanding evidence based psychosocial recovery interventions.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organization

5. Performance indicators

- These Services are delivered in compliance with relevant accreditation, Program Guidelines and Uniting standards and policies, and targets are met.
- Stakeholder Management - There is regular and effective communication with the Team Leader, mental health clinicians and referral partners.
- Reporting - Sufficient metrics are captured and monitored to provide accurate and timely reports.
- Maintain accurate client files with timely case notes, documentation and correspondence.
- Maintain accurate and timely collection of data metrics via different IT platforms in line with confidentiality and privacy legislation.
- Adhere to statutory and regulatory requirements relevant to community mental health services, including familiarity with MARAM, FVISS, and CISS frameworks as they relate to information sharing and risk management.

Qualifications

- Essential: (Minimum) Certificate IV in Mental Health or Peer Work

Position Description

Peer Support Worker

- Highly Desirable: Currently undertaking and/or formal tertiary qualifications in Psychology, Social Work, Psychiatric Nursing or other Allied Health disciplines
- Essential: Current valid driver's license, First Aid & CPR

Experience

- Lived experience of mental illness and demonstrated experience of recovery and long-term stability.
- Experience of the public or private mental health system and associated health systems that consumers may interact with; knowledge of common barriers to support and ways to overcome these.
- Understanding of harm minimization approaches to the treatment and management of persons with comorbid mental health issues and addiction challenges.
- Demonstrated experience in working at a direct care level, including the ability to manage a 1:1 case load and prioritize different needs within group activities and know when to seek assistance.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated understanding and experience working within the recovery framework with people living with mental health conditions.
- Demonstrated understanding of Trauma informed care principles and evidence based and psychosocial recovery modalities such as Dialectical Behaviour Therapy (DBT), Acceptance and Commitment Therapy (ACT), and Motivational Interviewing (MI).
- Demonstrated sensitivity, respect, and responsiveness to diversity, inclusion, and individual differences among consumers.
- Ability to work and communicate effectively within a multidisciplinary team environment and collaboratively with other professionals, carers, families, and community stakeholders.
- Demonstrated experience, understanding, and willingness to identify, report, and escalate risks relating to consumers through line management, supervision, incident reporting mechanisms, and other organisational processes.

6.

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8.

9. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: