

LGBTIQA+ Mental Health & Wellbeing Peer Support Worker – Darebin

Position Title:	LGBTIQA+ Mental Health & Wellbeing Peer Support Worker	Position Grade:	SCHADS 3
Department/Division:	Drummond Street Services	Position No.	
Reporting to:	QHub Manager and Peer Lead		
Position summary/purpose:	First Nations People, LGBTIQA+ people, people with disability, people of colour, public housing residents or people with a lived experience are encouraged to apply. Drummond Street Services (DS) is working in partnership with Neami National and Northern Health to establish a Mental Health and Wellbeing Service (MH&WS) in the Darebin region. The Service is an innovative solution to deliver on the compelling vision outlined through the recommendations of the Royal Commission into Victoria’s Mental Health System. Offering a ‘no wrong door’ approach, the service will support members of the community to be connected to the right support, providing a holistic approach to care, addressing a range of social, physical, and emotional needs. The service will have a strong focus on lived experience and will support a high engagement, multi-disciplinary team model. Peer Support Workers deliver high-quality services to consumers experiencing mental health challenges presenting to the Local Mental Health & Wellbeing Service. Peer Support Workers draw on their lived experience of mental health challenges and recovery, mental health crisis or caring for someone living with mental health challenges to build intentional relationships that foster connection, collaboration, mutuality, and hope in others about the journey of recovery. You must identify as LGBTIQA+ and have a lived experience of your own mental health challenges/caring role, and a rich understanding of the processes of recovery. You must be willing to purposefully use your own story to help others further their own understanding of recovery and work alongside a multi-disciplinary team. Peer Support Workers will support a high engagement model of care, through actively greeting and supporting consumers throughout their time at the Local Mental Health & Wellbeing Service. Peer Support Workers are an important element of the team approach and bring the wisdom of experience to many aspects of service delivery including intake interviews, service promotion, partnership work and case reviews.		

Key Responsibilities

Service Delivery

- Engage LGBTIQ+ consumers and develop trusting and professional relationships that respect worker/consumer boundaries and are grounded in connection and mutuality
- Seek to learn about the consumers' interests, their connections with family and friends, and work with the consumer in building their capacity to be part of their community
- Provide emotional support to consumers by intentionally sharing your lived experience, i.e., be a bearer of hope that recovery is often fluid and can and does occur
- Providing support through a range of means, including the provision of outreach and centre-based activities.
- Draw upon your understanding and belief in strengths based, recovery orientated models of service
- Provide opportunities to discuss problem solving strategies, reflecting on helpful and unhelpful behaviours
- Provide social validation support by giving consumers feedback about their social interaction
- Complete rostered duty shifts through responding to enquiries by phone and email, supporting in person initial engagements alongside clinical staff as needed and completing initial assessments
- Work as part of a team in assisting consumers to engage with the practices associated with the Local Mental Health & Wellbeing Service model of care i.e., assisting the consumers in collaborative support and care planning
- Help promote a culture of practice, which is underpinned by the principles of Collaborative Recovery. Ensure that a person-centered approach is used in the provision of intake, assessment, and referral services.
- Actively contribute as a team member to the delivery of an integrated mental health service delivery with the aim to more effectively support consumers and promote the recovery model.
- Participate in the regular collection of service data which can then be used to evaluate outcomes and assist with the continuous improvement of the service.
- Ensure incident and critical incident reporting occurs in accordance with guidelines.
- Work and act independently within the parameters of the role, demonstrating professional autonomy and an ability to decide when it is appropriate to refer to the Mental Health & Wellbeing Practitioner

Participate fully as a team member

- Cooperate closely with the Mental Health & Wellbeing Practitioner and the multi-disciplinary team to ensure continuity of care and provision of a comprehensive service to consumers
- Actively participate in reflective practice through decision-making processes, service planning sessions, supervision and staff development activities

- Contribute to the further development of best practice by informing policies and project submissions effectively drawing upon your personal experiences
- In consultation with consumers and carers, contribute to regular evaluations of the effectiveness of the service

Partnerships and Community Engagement

- Facilitate positive outcomes for LGBTIQ+ consumers and carers through strong operational partnerships with public and private mental health services, primary health services, and other key stakeholders.
- Maintain strong working partnerships in particular with the public and private mental health services and primary health to ensure a collaborative approach to the effective operation of the Local Mental Health & Wellbeing Service.
- Develop and maintain strong working partnerships with local community services to facilitate collaborative delivery of services.

Assisting in Service Development

- Through service delivery and in collaboration with partners, staff, and consumers, assist to identify service gaps and contribute to the development of appropriate solutions to address these gaps.
- Actively participate in the assessment, planning, implementation, and evaluation of the service.
- Help ensure the service is provided in a manner which is accessible to CALD and Aboriginal and Torres Strait Islander community members and contribute to the development and implementation of strategies to monitor and review the level of accessibility to diverse community members.

Participation within the multi-disciplinary team

- Constructively participate in supervision
- Foster a learning environment by participating in reciprocal guidance and coaching with other staff to share discipline knowledge and develop and inform your own practice by drawing on the expertise and insights of other staff.
- Actively participate in reflective practice through team meetings, decision-making processes, service planning session, supervision, and staff development activities.
- Raise and seek to resolve any areas of conflict or dispute with other staff in an open, honest and respectful manner.

Relationship and Community Engagement

- Assist in the development or expansion of LGBTIQ+ focused community engagement activities that promote positive mental health and wellbeing in the community.
- Timely review of relevant program information, documents, and marketing materials for distribution within the community.

- Identify and employ strategies to develop and maintain relationships and communication with external stakeholders, referrers, and governing bodies that promote LGBTIQ+ health and wellbeing and referral pathways to the Darebin Local.
- Sit as a member of community committees and networks as required.

Research and Evaluation

- Assist with research and evaluation activities and assist with data collection.

Risk

- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and act to improve the quality and safety of client services
- Commit to child safety and to creating and maintaining a child safe organisation in line with the Victorian Child Safe Standards.

OH&S

- Identify, report and record all safety hazards, incidents and injuries
- Take reasonable care for the health and safety of others who may be affected by their acts or omissions and comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related DS OHS procedures and Safe Operating Procedures

Quality Assurance & Improvement

- Proactive, engaged in and committed to creating great experiences for each client
- Be open to new ways of doing things and respond to challenges with innovative ideas and solutions.

Social Differences

- Role models, demonstrates and promotes respect for and values social differences
- Interact with Drummond Street clients, staff and other stakeholders in a manner that is inclusive, respectful and non-discriminatory.

Productivity

- Focuses on people as well as productivity
- Monitor productivity, identify and implement improvements as needed

Infection Control

- Commit to all necessary infection control measures as directed, including:
 - Practice hand hygiene
 - Keep your working environment clean & hygienic including shared areas such as kitchens, bathrooms, meeting rooms etc.
 - Wear personal protective equipment (PPE) as directed

Key Competencies/Skills		Experience Profile (incl Qualifications)
Competency	Technical/Functional	Essential
• Consumer centred, including culturally and LGBTIQ+ sensitive • Creative, flexible and solution focused • Proactive work practices • Strong communication skills • Strong interpersonal skills • Cultural awareness competencies	• Ability to work independently and as part of a team • Basic administration and information technology skills • Sound group facilitation skills • A current Working with Children Check, or the ability to secure one • A current and valid Victorian driver's license (role specific)	Essential • A lived experience and understanding mental health challenges and recovery • Identify as LGBTIQ+ • A strong personal/professional support network that promotes resilience • A commitment to and/or experience in working with people from LGBTIQ+ communities • An interest in or demonstrated experience in running group programs • Demonstrated understanding of intersectionality and the needs, issues and sensitivities of people from diverse backgrounds including Aboriginal, LGBTIQ+ and culturally and linguistically diverse people and communities • Demonstrated capacity to work creatively, show initiative, contribute ideas and be active in a supportive team environment in an agency working to support individual and family relationships Desirable • Intentional Peer Support core training, Cert IV Mental Health, Mental Health Peer Work, equivalent or above • Involved and actively participating in the local community

Position Dimensions	Decision Making Authority
- No. Of FTE: 0.8 - No. Of Positions: 1 - Based at the Darebin MH&WS which operates Monday to Friday, and may work during weekend - Hours of work for this position are Mon-Fri. At times this may include after-hours for events or organisation activities, which accrues time in lieu. - Belong to LGBTIQ+ communities as well as other communities with whom DS assertively engages	Work under the direction of QHub Manager and Peer Practice Lead