

<b>POSITION DESCRIPTION</b>	
<b>Position Title:</b>	Peer Support Worker (PSW)
<b>Classification:</b>	Consumer Consultants
<b>Department/Unit:</b>	Specialist and Therapeutic Programs
<b>Division:</b>	Mental Health
<b>Reports To:</b>	Manager: Specialist & Therapeutic Programs

## **1 Primary Purpose of Job**

The role of peer support worker has been developed specifically for people who have lived experience of mental illness. Through sharing wisdom from their own experiences, peer support workers will inspire hope and belief that recovery is possible in others. As an integral and highly valued member of the Specialist and Therapeutic Programs team, the PSW will provide formalized peer support and practical assistance to consumers in order for them to regain control over their lives and their own unique recovery process.

The PSW will work within the mental health program to provide peer support services to consumers on discharge from the inpatient unit. They will support consumers to be involved in decision making about their care and treatment and facilitate the improvement of the mental health service's responsiveness to consumer's needs.

Within a relationship of mutuality and information sharing, they will promote choice, self-determination and opportunities for the fulfilment of socially valued roles and connection to local communities. The PSW will act as a recovery champion within the team and an ambassador of recovery for LRH with external agencies and partner organisations. This is also an expectation that PSWs will be involved in the ongoing development of peer roles including the peer support training programme and evaluation.

## **2 Organisation Context**

### 2.1 Shared Vision

We will be a leading regional health care provider delivering timely, accessible, integrated and appropriate services to our community.

### 2.2 Core Values

- Person-centred care
- Integrity
- Excellence
- Working Together

### 2.3 National Safety and Quality Health Service Standards (NSQHS)

National Safety and Quality Health Service Standards (NSQHS) is the framework the Australian Commission on Safety and Quality in HealthCare (ACSQH) use to review hospitals for Accreditation. To ensure Latrobe Regional Hospital is an accredited facility, we are continuously reviewing and improving our service through numerous quality improvement initiatives and programs.

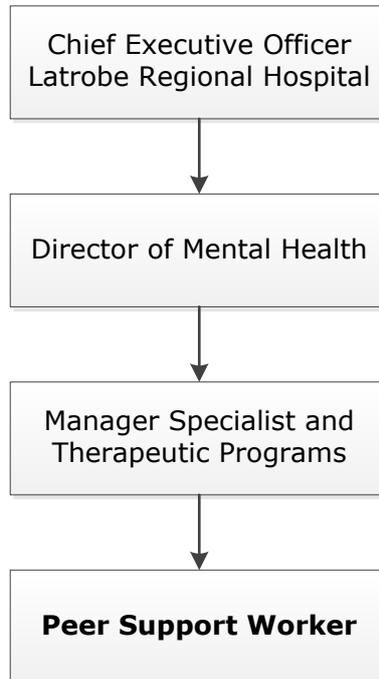
### 2.4 LRH Strategic Directions

- Enhancing Services
- Improving service models
- Improving quality
- Enabling people
- Supporting education and training
- Developing infrastructure

- Developing partnerships
- Building leadership

## 2.5 Structure

The Peer Support Worker reports to the Manager of Specialist and Therapeutic Programs



## 2.6 Liaison

*External:* Liaise with consumers of Community Mental Health Support Services and other related agencies.

*Internal:* Liaise with management and Mental Health practitioners.

## 3 **Resource Management**

### 3.1 Total Staff Management (FTE)

- N/A

### 3.2 Annual Operating Expenditure

- N/A

### 3.3 Personal Responsibilities

- Compliance with Occupational Health & Safety Regulations
- Compliance with legislative requirements
- Complete mandatory training
- Participate in annual performance appraisal
- Support the delivery of high quality and safe patient care
- Awareness and engagement in continuous improvement initiatives

## 4 Qualifications/Experience

### 4.1 Mandatory

- Experience as a direct consumer of a mental health service.
- Current driver licence.
- Current Police Check.
- Current Working with Children check.

### Desirable

- Tertiary qualification in health education or welfare services.

## 5 Key Selection Criteria

### 5.1 Key Competencies

- Experience as a consumer of mental health services.
- A strong commitment to recovery-oriented principles and practice.
- A strong commitment to providing a consumer perspective on mental health services or other relevant human services.
- Well developed communication and interpersonal skills including the ability to consult and liaise with other consumers, carers, staff members and other relevant agencies.
- Ability to think creatively and to encourage creative thinking about alternative ways of providing mental health services to meet consumers' needs.
- Good organisation and time management skills.
- An understanding of the diversity of the cultural and linguistic backgrounds of our community and the impact this has on consumers and their family's experience of mental health.

### 5.2 Personal Attributes

- Ability to work as part of a multi discipline team
- Basic computer skills
- Reliable
- Trustworthy
- Honest

## 6 Other Attributes Required

- N/A

## 7 Duties/Responsibilities

### Key Priority Duties

- Assist in the identification of consumers admitted to the acute mental health inpatient unit who are at risk of readmission.
- Contribute to effective discharge planning by providing peer support to consumers prior to and post discharge.
- Provide at least 3 community follow up contacts to those consumers who have been identified as being at high risk of readmission within the first 28 days following discharge from a mental health inpatient unit.
- Consider the holistic needs of consumers, families and carers.
- Support consumers to be involved in decision making about their care and treatment.
- Develop partnerships and linkages with relevant health and community services.

- Participate in peer work discipline supervision.
- Establish supportive and respectful relationships with people using mental health services.
- Share ideas about ways of achieving recovery goals, drawing on personal experiences and a range of coping, self-help and self-management techniques.
- Model personal responsibility, self-awareness, self-belief, self-advocacy and hopefulness.
- Ability to network with external agencies and programs.
- Support the team in promoting a recovery-oriented environment by identifying recovery-focused activities and imparting information and education as required.
- Be actively involved in the continued development of the PSW training programme and in the ongoing evaluation of the PSW role.
- Undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities /grade of the position.

*Measures:*

- Appropriate professional standards are met.
- Recovery benchmarking will demonstrate improvements.
- Personal development and training targets are met.
- Participation in Personal and Professional Development appraisals.
- Provision of quarterly report on involvement in activities.
- Regular meetings with managers.

**Mental Health Service provision should be delivered in line with The National Practice Standards as detailed below:**

**Standard 1: RIGHTS, RESPONSIBILITIES, SAFETY AND PRIVACY**

Uphold the rights of people affected by mental health problems and mental disorders, and those of their family members and/or carers, maintaining their privacy, dignity and confidentiality and actively promoting their safety

**Standard 2: CONSUMER AND CARER PARTICIPATION**

Encourage and support the participation of consumers and carers in determining (or influencing) their individual treatment and care. To actively promote, encourage and support the participation of consumers, family members and/or carers in the planning, implementation and evaluation of mental health service delivery

**Standard 3: AWARENESS OF DIVERSITY**

Practice in an appropriate manner through actively responding to the social, cultural, linguistic, spiritual and gender diversity of consumers and carers, incorporating those differences in practice

**Standard 4: MENTAL HEALTH PROBLEMS AND MENTAL DISORDERS**

Demonstrate knowledge about mental health problems and mental disorders and the co-occurrence of more than one disease or disorder, and apply this knowledge in all aspects of their work by:

- Maintaining contemporary knowledge of mental health problems, disorders and associated co-morbidities
- Participating in Performance Improvement Program
- Attending relevant organizational training

**Standard 5: PROMOTION AND PREVENTION**

Promote the development of environments that optimise mental health and wellbeing among populations, individuals and families in order to prevent mental health problems and mental disorders. To support and/or work with others to educate communities about

mental health problems and mental disorders to increase awareness and reduce stigma. Where appropriate, to participate in the development and implementation of interventions designed to reduce risk factors and promote resilience to prevent the development of mental health problems and mental disorders

**Standard 6: EARLY DETECTION AND INTERVENTION**

Encourage early detection and intervention. Provide intervention to people displaying early signs and symptoms of mental health problems and mental disorders, to people developing or experiencing a first episode of a mental health problem or mental disorder; and to people who have experienced a mental health problem or mental disorder and are displaying early signs of a recurrence (relapse prevention)

**Standard 7: ASSESSMENT, TREATMENT, RELAPSE PREVENTION AND SUPPORT**

Provide or ensure that consumers have access to a high standard of evidenced-based assessment, treatment, rehabilitation and support services which prevent relapse and promote recovery. Monitor the appropriateness and effectiveness of interventions

**Standard 8: INTEGRATION AND PARTNERSHIP**

Promote the integration of components of the mental health service to enable access to appropriate and comprehensive services for consumers, family members and/or carers through mainstream health services. To provide continuity of care through integration and partnerships with other health service providers and a range of other organisations to ensure the needs of consumers, family members and/or carers are met

**Standard 9: SERVICE PLANNING, DEVELOPMENT AND MANAGEMENT**

Develop and acquire skills to enable participation in the planning, development, implementation, evaluation and management of mental health services to ensure the delivery of coordinated, continuous and integrated care within the broad range of mainstream health and social services

**Standard 10: DOCUMENTATION AND INFORMATION SYSTEMS**

Maintain a high standard of documentation and information systems on clinical interventions and service development, implementation and evaluation to ensure data collection meets clinical, monitoring and evaluation needs

**Standard 11: EVALUATION AND RESEARCH**

Systematically monitor and evaluate clinical practice, consistent with the National Standards for Mental Health Services and relevant professional standards to ensure the best possible outcomes for consumers, family members and/or carers. Where possible, participate in or conduct research, to promote quality practice and seek funded educational opportunities to become conversant with current research

**Standard 12: ETHICAL PRACTICE AND PROFESSIONAL RESPONSIBILITIES**

In meeting Practice Standards 1-11, mental health professionals adhere to local and professionally prescribed laws, codes of conduct and practice, and take responsibility for their own professional development and continuing education and training.

<b>Reviewed By:</b>	General Manager
<b>Last Review Date:</b>	June 2016
<b>Date to be Reviewed:</b>	June 2018

I have read and understand the contents of the position description

**Employee's Signature:** \_\_\_\_\_

**Date:**     /     /

