

## Position description

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# Peer Support Worker – Cairns CCRP

## Section A: Position details

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Position title:	Peer Support Worker
Employment Status:	Part-Time (0.5 FTE)
Classification and Salary:	CSD Level 2 from \$55,344 - \$60,805 pa (Pro Rata) Dependent on skills and experience
Location:	Neami Cairns – Community Recovery Program
Hours:	Between Monday to Friday 8:30am – 5:00pm
Contract Details:	Maximum Term Contract

## Organisational context

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness and psychiatric disability to improve their health, live independently and pursue a life based on their own strengths, values and goals.

We provide services in more than 50 locations, ranging from the inner-city and suburbs to regional and remote parts of Australia.

Our vision is for full citizenship for all people living with a mental illness in Australian society. Our mission is to improve mental health and wellbeing in local communities across the country.

We believe that recovery is an individual process and that with the right kind of support everyone can live a life based on their own strengths, values and goals for the future.

We use an approach called the Collaborative Recovery Model (CRM) to support people through our services. The CRM assists individuals to identify their personal strengths and values, to set goals and then helps them make progress towards achieving them.

As an organisation based strongly on our mission, vision and values, Neami is committed to demonstrating the highest standards of safety and quality across all of our services. Neami views quality, safety and clinical governance activities as key components of the role and responsibilities of all staff and an essential process in the provision of safe and high quality support services to consumers.

We are a smoke free organisation.

## Position overview

Peer Support Workers are integral members of the team and draw on their personal lived experience of recovery from mental illness, to instil confidence and hope in others about the journey of recovery. You will work collaboratively in planning and co-facilitating a peer group based on the self-development program known as Flourish. The Peer Support Worker will also assist new consumers in their entry into the service and in providing individual support to consumers focusing on their strengths to achieve identified goals.

In Queensland, Peer Support Workers facilitate Flourish, a peer facilitated recovery-based self-development program. The program focuses on individual strengths and values in aspiring towards personal goals and self-directed change. Whilst the Peer Support Worker role varies slightly from site to site, 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, group programs, individual consumer support and case reviews. Peer Support Workers have access to a tailored training program and to regular supervision.

### **Cairns Community Care Unit (CCU)**

The Cairns Community Care Unit (CCU) is a 20 bed residential rehabilitation facility that provides an option for people who are still recovering from an acute illness and need medium to long term residential support to assist in regaining independence and life skills.

The CCU aims to promote individual recovery through the provision of personalised supports and group programs as well as a safe living environment. During their stay consumers are assisted to develop a relapse prevention or wellness plan.

The CCU is staffed 24 hours per day, 7 days per week, including morning, afternoon and overnight shifts.

### **Outreach Services**

The Cairns Outreach Service includes the Cairns Outreach Program and the Cairns Day Program. The Outreach Program is a community accommodation program and will deliver an Intensive Home Based Outreach Service that will focus on supporting consumers transitioning from the CCU.

The Outreach Program support will centre on each person's re-integration into the community and sustaining their independent living.

The Cairns Day Program runs from a separate facility to the CCU and supports up to 40 consumers in a range of recovery oriented activities that supports social reconnection, regaining and maintaining independence and healthy living.

The position can be rostered against any of these three programs on a rotating 7 day roster, including morning, afternoon and overnight shifts.

## Period of employment

Maximum Term Contract until 30 September 2018, subject to a 3-month probationary period.

## Accountability

The Peer Support Worker is accountable to the Service Manager

## Conditions of employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – Consumer Service Delivery Level 2 from \$55,344 - \$60,805 pa (pro rata) depending on experience.

A number of benefits are available to staff, including generous salary packaging with rewarding NFP fringe benefit tax exemptions.

- Criminal record checks are mandatory for all new appointments. Neami will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant (~\$142.00).
- Working with Children check required before commencement of work (employee responsibility).

## Section B: application procedure

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To discuss the position, please contact:

Name: Jonathan Bankes

Title: Service Manager

Contact Phone Number: (07) 4027 9733

Applications should include a current resume and a Cover Letter explaining your interest in the position and your reasons for wanting to work at Neami National. You do NOT need to provide a written response to the selection criteria.

To apply, please:

- Include three current referees.
- Refer to the “Job” tab on our website to submit your application.
- Ensure the files are in Word (.doc) or Adobe Reader (.pdf) format.

Closing date for applications: **Sunday 25 June 2017**

Please visit [www.neaminational.org.au](http://www.neaminational.org.au) for more information on our organisation, services and other employment opportunities around Australia.

## Section C: key responsibilities

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### Bringing your lived experience, knowledge, skills and abilities:

- Work as part of a team in assisting consumers to engage with the practices associated with the Collaborative Recovery Model, i.e. assisting the consumers in values and strengths identification and clarification, assisting the consumer to complete tasks as part of goal striving
- Engage consumers and develop trusting and professional relationships that respect worker / consumer boundaries
- 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 support to consumers by constructively applying lessons learnt through your own lived experience, i.e. be a bearer of hope that recovery can and does occur
- Draw upon your understanding and belief in strength 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
- Assist other staff members in the development and regular review of the consumer's individual service plan
- Utilise the facilitation of the Flourish program to promote with consumer participants: recovery, self agency, and life visioning in their communities of choice.

### Participate fully as a team member

- Cooperate closely with team members in order to ensure continuity of care and provision of a comprehensive service to consumers
- Actively participate in reflective practice through team meetings, 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 experience of mental illness
- In consultation with consumers contribute to regular evaluations of the effectiveness of the service

### Maintain records and resources

- Collect, collate, and maintain data on consumer contact
- With team members collect information on community resources

## Section D: key competencies

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### Creating diverse staff teams

The values, skills, attributes and commitment of our staff are key to our success and reputation as a national mental health service that provides high quality support services to people living with a mental illness.

We are strongly committed to further developing and diversifying our work force as part of our strategic directions.

We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds.

Further depth is brought by those from diverse cultural backgrounds, Aboriginal staff, and those with lived experiences of mental illness and recovery, all of whom are strongly encouraged to apply for any roles that match their skills and interest.

The following competency criteria will inform our selection decision:

### Adhering to principles and values

- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness responsibility and hope
- Demonstrates integrity and credibility, and fosters open honest communication
- Demonstrates commitment to the organisation and its values, and a belief in recovery and self-empowerment
- Can articulate, apply and integrate the values of peer support work, and uphold Neami's values

### Relating to people and building connections

- Adapts to the team and contributes to a positive team dynamic
- Listens, consults others and communicates proactively
- Develops and openly communicates self-insight, such as an awareness of own strengths and areas for development
- Establishes respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Gains agreement and commitment from others by engaging and gaining respect
- Building a sense of equality between PSW and consumer

### Communicating and facilitating

- Speaks clearly, fluently and honestly to engender trust
- Demonstrates awareness of, and ability to regulate own emotional reactions
- Adapts communication style to meet the needs of others, and identifies changing needs within a group
- Engages a diverse range of people, and facilitates groups with skill and confidence, actively working to create an equal environment

- Produces new ideas, approaches or insights in developing and using one's narrative of Lived Experience of recovery
- Produces a range of examples of Lived Experience of recovery to support and deepen a consumer's understanding of the recovery journey
- Can creatively tailor group activities to engage and meet the needs of participants
- Plans, uses and continually reviews self-disclosure in a purposeful, meaningful and safe way

## Planning, organising, and problem solving

- Manages time effectively
- Efficiently sources and organises resources required for a task
- Is accountable and proactive about reviewing progress and outcomes
- Accepts instructions from others and understands and respects constraints within an organisation
- Exercises common sense in making judgments and seeks solutions to problems

## Adapting and responding to change and coping with challenges

- Adapts to changing circumstances quickly and responds to the reactions and feedback of others
- Adapts interpersonal style to suit different people or situations, and shows confidence in managing change
- Shows respect and sensitivity towards diversity
- Deals with ambiguity, making positive use of the opportunities it presents
- Maintains a hopeful and positive outlook during challenging times at work
- Demonstrates the ability to self-reflect, using reflection as an opportunity to learn
- Demonstrates confidence and willingness to seek support

## Additional requirements you will need:

- Computer literacy and written communication skills
- Current Australian driver's license
- Lived experience of your own mental illness and a rich understanding of your own processes of recovery
- A willingness to purposefully use your own story to help others further their own understanding of recovery
- Experience as a consumer of the public or private mental health system
- Experience of group work ideally as a facilitator

## About Neami National

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Neami National is a community mental health service supporting people living with mental illness to improve their health, live independently and pursue a life based on their own strengths, values and goals. We were founded in 1986 by a group of concerned residents wanting to support people in their local community.

Our vision is for full citizenship for all people living with a mental illness in Australia. Our mission is to improve mental health and wellbeing in local communities.

Our values and core principles are self-determination, choice, change, respect, empowerment, growth, hope, wellbeing, partnerships, diversity, learning and quality.

We believe everyone can live a fulfilling and meaningful life through connecting with the things they care about, the people around them and their local community. Our role is to work with and walk beside people in their own recovery journey, whatever that means to them and however long it takes.

Today, we support over 8,000 Australians in New South Wales, Queensland, South Australia, Victoria and Western Australia across a variety of short and longer term mental health support and housing services.

## Three reasons to work with us

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### **1. High quality services**

We have a fundamental commitment to provide each person we support with the highest quality services possible that match their values, strengths and goals in life.

We base our work on the best evidence available and have our own Research and Service Development Team. We also have an in-house Learning and Development Team that offers comprehensive training to all staff throughout their time with us.

Our service model is based on the University of Wollongong's Collaborative Recovery Model, which underpins all our services and provides for consistency and measurable outcomes.

We also incorporate the Optimal Health Program from St Vincent's Frameworks for Health, our own Physical Health Prompt and other complementary tools and approaches as needed.

### **2. Learning and innovation**

We have grown and developed a lot in the last three years, with a doubling of the number of people we support and in the staff who support them.

This growth and development can be directly attributed to the quality of our services and the culture of learning and innovation that drives us as an organisation. We believe in learning new things, considering new perspectives and testing out new ideas as we find better ways to do things.

We are always looking ahead to ensure we can take advantage of new opportunities and respond to any risks or issues that are facing us and our sector.

### **3. Support for staff**

Everything we do to support people to improve their mental health and wellbeing relies on our talented, well trained and passionate staff team.

We know that providing support to people with complex needs is challenging as are many of the other corporate roles within our organisation.

That is why we provide a supportive environment, comprehensive training, generous leave provisions and workplace flexibility measures to help people balance work and personal commitments.