

Position description

Title of the role:	Peer Worker, Rehabilitation & Recovery
Program Area:	Rehabilitation Services
Location:	Launceston
Reports to:	Area Manager, North Tasmania
Liaises with:	Staff, participants, carers/family members and all other key internal and external stakeholders
Last Revised:	June 2017

Wellways

Wellways works to improve the lives and social inclusion opportunities for people with a mental illness, their families and friends.

Our Vision

Our vision is of a society in which people with a mental illness and other psychosocial disabilities, and their families, will be understood, accepted and supported. People with mental illness and other psychosocial disabilities will be afforded the same regard as those with physical illnesses and resources will be available to offer early interventions and state of the art treatment and support. People will no longer experience stigma and society will treat them with the same respect and dignity as any other person.

Our Values

We value the contributions of people with mental illness, their families and friends in our organisation and the community and set out the following values that underpin all our activity. We strive to incorporate our values into all programs and activities and will work closely with every team member to champion these values across the organisation. The Wellways values are:

- Honesty
- Acceptance
- Equity
- Flexibility
- Commitment
- Participation

We work to achieve social inclusion in two ways – recovery and advocacy.

Recovery Services

Our recovery services are guided by our values and informed by our Community Recovery Model. This approach to Recovery means we work at 3 levels, with the individual, with their families and friends and with the community. Wellways's Community Recovery Model recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with a mental illness, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities for people with a mental illness and their families.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (consumer and carer)
- Are underpinned by evidence-based best practice

Position Summary

Wellways has a number of programs providing services to the Northern Tasmania catchment consisting Rehabilitation & Recovery Services for people with severe and persistent mental illness, Family Services supporting carers and friends of people with a mental illness, Partners in Recovery, Grass Roots mental health support to Neighbourhood Houses and a range of Peer Facilitated Education Programs.

This position delivers Intentional Peer Support to participants across the full range of Wellways programs offered in the North and on the East Coast of Tasmania.

This position provides support and guidance to peer educators and works alongside program workers of the integrated Recovery and Family Services Team. Some group based activities may also be involved.

This particular role is unique as it requires someone with a lived experience of mental illness to share their personal experiences of their recovery to engage and empower individuals in their own recovery journey. Participation of people with a lived experience of mental illness is an important element of the way in which Wellways provides services. Utilising the Wellways's Lived Experience Workforce Framework, the Peer Worker will provide rehabilitation support and will act as a positive role model for program participants and their families in order to overcome stigma and encourage personal development. The Peer Worker will share their experience of mental illness in order to assist participants, their families, clinicians and the community to better understand the participant perspective and to improve outcomes for participants.

Work will be guided by Wellways's evidence based Practice Frameworks:

- Intentional Peer Support
- Supported Education
- Individual Placement and Support (Employment)
- Family Education
- CALD Recovery Principles
- Working with people from Aboriginal and Torres Strait Islander backgrounds
- Working with GLBTIQ people

Our Practice Frameworks identify a range of tools and processes to assist participants to develop the confidence and capacity to manage their own wellbeing; equip family and friends with information and skills; and engage community members as mentors and supports.

Under the support and direction of the Area Manager, North Tasmania, the role forms part of the catchment based team and works with the team and other key internal and external stakeholders in the ongoing development and effective implementation of catchment and program plans.

Refer to Attachment 1 for information about the overall Wellways organisational structure and for the relationship lines in context of the role.

Responsibilities

Key Functions	Key Performance Indicators
<p>Recovery and Family Services Providing direct support to participants and carers within the Wellways’s practice frameworks, the organisations policy and procedures, all applicable legislative standards, any relevant accreditation standards and agreed SLA’s.</p> <p>Staff will be required to deliver 100% of agreed hours of direct and indirect care.</p>	<p>Working in the context of the individual, the family and the community, the Peer Worker will be expected to work alongside Recovery and Family Service Program Workers and provide Intentional Peer Support, including:</p> <ul style="list-style-type: none"> • Model positive recovery behaviours and work in collaboration with program staff. • Engage participants and develop professional and trusting relationships that help find and maintain hope; Establish (or re-establish) a positive personal identity; Build (or re-build) a meaningful life; and take responsibility and control • Work with participants to identify areas of need using key assessment and outcomes measurement tools • Support participants, their care team and their family in progressing their Individual Recovery Plans, that incorporate individual recovery goals, focusing on skill and knowledge development while working towards recovery • Provide direct practical support to participants through individual support and group activities to attain the skills required to meet the goals identified to ensure social inclusion. This will mainly be delivered individually but may include some group activities • Encourage linkages into a range of activities to support achievement of goals, including all other Wellways services as well as community based activities or services • Actively engage with the family services team in the provision of collaborative family sensitive practice • Work alongside Recovery, Partners In Recovery and Family Services Program workers and participants, to regularly monitor and update their Individual Plans and progress in line with their Plan • In conjunction with the Recovery Program Worker, work actively with participants to plan their exit from the program and assist in building longer term support networks outside of the organisation • Ensure that all operational and administrative requirements are met including regular reporting requirements and records maintenance • Maintain safe work practices and a safe and healthy environment in accordance with occupational health and safety policies and legislation
<p>Team Effectiveness Working as an active member of the program team to ensure the achievement of program goals and the application of best practice frameworks.</p>	<p>This will include:</p> <ul style="list-style-type: none"> • Working as part of the team on the basis of an ethos of collaboration, co-operation and mutual support • Providing Wellways Peer Education Facilitators with professional support and guidance

	<ul style="list-style-type: none"> • Support for and on-going development of, an environment based on shared accountability and effective knowledge sharing • Co-operating with all team members in order to ensure continuity of care • Actively participating in team meetings, service planning sessions, PDR supervision and staff development activities • Actively building relationships and work collaboratively with all Wellways teams in the catchment area e.g. Family Services, PIR, Grassroots
<p>Organisational Alignment Contributing to the effective operation and on-going development of the program offer to ensure that the program reflects Wellways values, best evidence-based practice and demonstrates innovation</p>	<p>You will actively work with the team to ensure:</p> <ul style="list-style-type: none"> • The programs reflect the core values of Wellways • Programs are delivered within Wellways's Practice Frameworks, the Community Recovery Model and best evidence based practice • Programs are reviewed to ensure they reflect individual needs • Quality systems and standards are incorporated to support continuous improvement • Effective relationships are established and maintained with other organisations
<p>Stakeholder Engagement Working with the wider community and key stakeholders to support value adding participant outcomes</p>	<p>You will:</p> <ul style="list-style-type: none"> • Work collaboratively with the referral network and provide information/intake sessions for participants and carers • Deliver support that is led by the participant and integrated with the participant's family and other key stakeholders. • Participate in the development and delivery of community education in relation to mental health and recovery • Represent Wellways in a variety of settings, including other agencies, members, participants, carers and families to raise awareness of mental health and mental illness issues at the local level and to 'market' the organisation, at the direction of the manager. • Assist in the support of volunteers and students

Essential Requirements, Knowledge, Experience and Skills

<p>Selection Criteria (Qualifications & Essential Requirements)</p>	<ul style="list-style-type: none"> • Demonstrated understanding of consumer needs by being a past or present mental health consumer • Ability and commitment to work with consumers, carers, health workers, the community and community organisations. • Approachable and accepting manner and attitude. • Ability to advocate on behalf of consumers for service improvement and/or ability to engage with others involved in this work. • Ability to build effective partnerships with consumer networks and those managing service delivery in the organisation and the community. • Demonstrated ability to work independently and as part of a team and accept clear and appropriate guidance. • Ability to organise and meet deadlines.
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	<ul style="list-style-type: none"> • An ability to work with culturally and linguistically diverse communities and individuals • Proven written and verbal communication skills including computer literacy in Microsoft Office • Satisfactory Police Records Check • Satisfactory Working with Vulnerable People Check • Right to Work within Australia • Current valid Driver's License and the ability to undertake some travel
<p>Desirable skills and knowledge</p>	<ul style="list-style-type: none"> • Certificate IV in Health/Mental Health, &/OR Diploma/Certificate IV in Mental Health Peer Work, or able to demonstrate working toward these qualifications • An understanding of the biopsychosocial model of mental health, how social inclusion principles are applied to service delivery and recovery • Prior experience working within the Mental Health industry or community based organisation • Demonstrated experience and skills in working within programs for people with a mental illness or their carers • Experience in family sensitive practice • Experience in working with Aboriginal and/or Torres Strait Island people

<p>Relevant Skills and Qualities</p>	<p>Communication</p> <ul style="list-style-type: none"> • Effective communication skills, verbal and written including the ability to complete reports. <p>Interpersonal</p> <ul style="list-style-type: none"> • Strong skills in developing and maintaining relationships with staff and other key stakeholders. • Able to see things from others point of view and confirm understanding of that point of view. • Able to express personal views in a constructive and diplomatic manner. • Able to reflect on how one’s own emotions impact on others. <p>Organising and Planning</p> <ul style="list-style-type: none"> • Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required. • Able to develop and implement systems and procedures to guide work and track progress. • Able to recognise barriers and find effective ways to deal with them. • Able to identify processes, tasks and resources required to achieve a goal <p>Self-management</p> <ul style="list-style-type: none"> • Able to plan and prioritise work to ensure outcomes are achieved. • Takes the time to think things through. • Able to anticipate one’s own reactions to situations and prepare accordingly. <p>Computer</p> <ul style="list-style-type: none"> • Familiar in Microsoft Office Suite
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Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation: As per delegation schedule

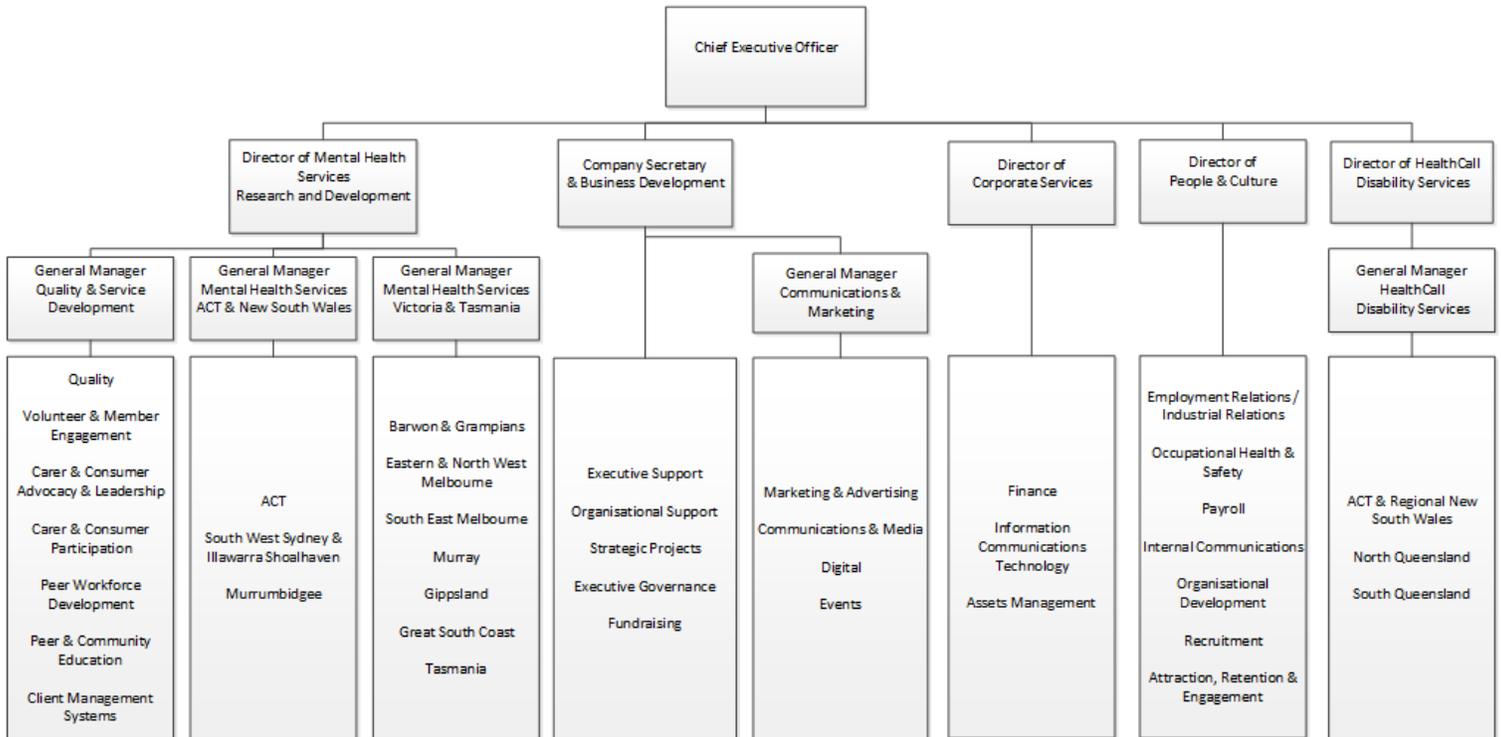
People – Number of Directs: n/a

Travel Percentage: As Required

On Call: n/a

Special Requirements: n/a

Wellways Organisational Structure



Position in Context

