

**POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	<b>Peer Support Worker (Expanded Discharge Support Initiative)</b>
<b>RESPONSIBLE TO:</b>	<b>Camperdown Team Leader</b>
<b>CLASSIFICATION:</b>	<b>Gr 1 Yr1</b>
<b>SALARY &amp; CONDITIONS:</b>	<b>Victorian Public Mental Health Services Enterprise Agreement 2016-2020</b>
<b>QUALIFICATIONS &amp; EXPERIENCE:</b>	<b>Cert IV Peer Support Work desirable</b>
<b>HOURS OF DUTY:</b>	<b>0.4 FTE</b>

**ORGANISATION AND ENVIRONMENT:**

South West Healthcare (SWH) is the largest sub-regional health service in Victoria; providing acute, mental health, rehabilitation, and aged care together with an extensive range of primary and community health services across the south west catchment.

As the major specialist referral centre for the Barwon South West sub-region, SWH provides a comprehensive range of specialist services from the following locations including:

**Acute Care Services**

Warrnambool & Camperdown

**Aged Care Services**

Camperdown

**Mental Health Services**

Warrnambool, Camperdown, Hamilton & Portland

**Community Health Services**

Warrnambool, Camperdown, Macarthur & Lismore

**Dental Services**

Warrnambool, Camperdown & Hamilton

With a total of 272 beds (216 acute, 36 aged care and 20 mental health), the organisation services a population in excess of 110,000. Warrnambool Campus (212 beds) provides acute, rehabilitation and mental health care, together with extensive outpatient and community services. Camperdown Campus is a district hospital serving the local community and outlying district with 60 beds providing acute, nursing home and hostel care.

SWH embraces the following values:

- Caring
- Respect
- Integrity
- Excellence
- Leadership

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## Peer Values

All peer workforce roles are defined and underpinned by values intrinsic to the consumer rights, carer rights, self-help and recovery movements spanning mental health and/or addiction. Six core values necessary for the peer workforce are presented below with the values of mutuality and experiential knowledge being particularly important.

**Mutuality** – the authentic two-way relationships between people through ‘the kinship of common experience.’

**Experiential knowledge** – the learning, knowledge and wisdom that comes from personal lived experience of mental distress or addiction and recovery.

**Self-determination** – the right for people to make free choices about their life and to be free from coercion on the basis of their mental distress or addiction.

**Participation** – the right for people to participate and lead in mental health and/or addiction services including in the development or running of services as well as in their own treatment and recovery, or involvement as a carer or family member.

**Equity** – the right of people who experience mental distress and/or addiction and their families/carers to have fair and equal opportunities to other citizens and to be free of discrimination.

**Recovery and hope** - the belief that there is always hope and that resiliency and meaningful recovery is possible for everyone.

### PRIMARY OBJECTIVE:

The peer support workers understanding of the needs of consumers derives primarily from his/her lived experience and compliments the professional knowledge and skills of the clinical staff. This is a vital part of support and working together effectively with the consumer. The purpose of the position is to provide peer support to consumers; to be involved in their treatment and recovery planning and to participate in providing education to the consumer, family, carers and staff.

The peer worker will support the consumer with a mental illness through their mental health service journey by providing individual consultations, educations and group interventions aimed at facilitating recovery principles of hope, choice, self-determination and social connectedness.

Intentional Peer Support Workers aim to reduce unplanned re-admissions, they work closely with consumers post discharge, providing tailored support immediately post discharge to minimise the risk of re-admission to the acute unit. They work collaboratively with the care team in which they are based and other relevant agencies and individuals who all contribute to assisting the avoidance of re-admission.

Being able to transition safely and securely from an acute inpatient setting and become re-established in a community environment is a major factor in enabling people to remain well and out of hospital settings. The objectives of the Expanding Post Discharge Support initiative are to:

- Achieve safe, coordinated and streamlined transition for consumers from an acute mental health inpatient setting to the community; and
- Support people to establish/re-establish themselves in a community environment, including helping them access the range of community supports they need.

### SELECTION CRITERIA:

- Knowledge and skills in the discipline of peer work; and a lived experience of self-defined recovery and/or mental, emotional and social wellbeing; is able to intentionally draw on those experiences in their support work. It is expected that Intentional Peer Support Workers can support consumers at risk of re-admission.
- Display an understanding of the role requirements in relation to the factors that may contribute towards unplanned readmission.

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- Ability and commitment to work with consumers, carers, health workers the community and community organisations.
  - Approachable and accepting manner and attitude, able to demonstrate behaviours that support SWH organisational values and those of Peer Workers.
  - 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.
  - Proven written and verbal communication skills including computer literacy
  - Ability to organise and meet deadlines.
  - Current Victorian driver's licence is required.

### **GENERIC RESPONSIBILITIES:**

- Comply with all relevant legislative requirements, organisational policies, by-laws, standing orders, vision or mission statements and values including, but not restricted to:
  - Infection Control policies
  - Confidentiality policy and privacy legislation
  - Occupational Health and Safety policies and regulations
  - Guidelines of the State Services Authority including the public sector
  - Employment principles and Code of Conduct
  - Fire, disaster and other emergency procedures
  - Smoke Free Campus policy
  - Risk Management policies and guidelines
  - Consumer Participation Strategy
- Attend orientation/induction or other mandatory training and relevant Health Safety updates in areas such as Fire, Emergency Responses and Manual Handling
- Current Immunisation status in alignment with South West Healthcare's Immunisation Policy
- Promote the organisation in a positive manner
- Participate as a cohesive member of the health care team
- Respect the rights of individuals
- Provide a child safe environment
- Participate in Continuous Quality Improvement within the organisation
- Accept responsibility for your own personal belongings
- Respect and appropriately care for the organisation's property and equipment
- Participate in an annual Staff Development Review.

### **KEY RELATIONSHIPS:**

Consumer and carers, Consumer and Carer Consultants, The Multidisciplinary Community mental health team, Community support agencies, Acute Inpatient Unit staff.

### **SPECIFIC RESPONSIBILITIES, DUTIES AND SKILLS:**

#### **Contribute to discharge planning:**

Under supervision from clinical staff, work alongside, and provide targeted support to consumers identified at risk of re-admission as a part of the overall recovery plan. This may include, but is not limited to:

- Minimise the risk of re-admission to an inpatient unit within 28 days.
- Maximise recovery and resilience.

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- Provide at least three community follow up contacts within the first 28 days following discharge from a mental health inpatient unit (in addition to the standard one visit by a clinician within seven days).
  - Ensure the three community follow-up contacts will be provided only to those consumers who consent to peer support services (regardless of legal status) and are identified as being at high risk of re-admission.
  - In addition, it is expected that consumers eligible for peer support are identified as (a) having severe mental illness; (b) potential and/or history of protracted length of stay; (c) being likely to benefit from the increased support; and (d) consumers being discharged to new or insecure accommodation (for example, Secure Residential Services).
  - Contribute to effective discharge planning (including peer worker contacts during inpatient stay and discharge planning) to address needs that impact successful discharge including meaningful community engagement, supporting, sustaining and strengthening caring relationships, accommodation, referrals, follow up and support.
  - Provide tailored support to people discharged from acute mental health units which utilises principles of peer support, self-identified support needs of consumers, which has a focus on personal recovery.

**Peer Support Role:**

- Contribute effectively to the ongoing use of the Strengths Model and recovery oriented practice
- Assist consumers and their families to be aware of their rights and responsibilities
- Contribute effectively to clinical review processes and team activities
- Provide informal, practical support to consumers including listening to their concerns, providing information about the public mental health system and assisting consumers to access appropriate supports.
- Supporting consumers to develop advanced statements,
- Assist relevant staff to provide information to consumers which is clear and accessible (including written materials)
- Developing and maintaining relationships with relevant service providers including consumer support groups.

South West Healthcare reserves the right of amendment, addition or deletion to this position description as it considers necessary to serve the best interests of the organisation.

**Jodi Bateman**

Associate Director Mental Health Service

***This position description does not attempt to detail every activity.***

*Last Revised: May 2017*