



Position Description

Position Title:	Peer Support Worker (Consumer or Carer) Level 2 - Mental Health
Cluster:	Rosebud, Mental Health, Allied Health, Nursing, Community & Continuing Care and Community Participation (RoMANCCC)
Location:	Based at Frankston/Mornington but may be required to work across all sites
Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2016 -2020
Hours:	As per contract
Operationally Reports to:	Team Manager
Professionally Reports to:	Peer Workforce Senior Discipline

Overview of Peninsula Health

Peninsula Health a major metropolitan healthcare network providing acute, sub-acute, mental health and extensive community services to a population of over 300,000 people, The organisation has experienced significant growth in recent years and services a diverse community comprising over 300,000 people in Frankston and the Mornington Peninsula.

The organisation has over 5200 staff and 800 volunteers. With proposed developments and growth in teaching and research the workforce is expected to grow to over 6000 in the next ten years.

Peninsula Health’s mission to “**Build a Healthy Community In Partnership**” recognises the importance of partnerships with local providers that assist with the provision of services to our local community and tertiary providers that provide specialist services not currently delivered by Peninsula Health.

Our Values

The core values of the organisation underpin everything we do. In representing Peninsula Health, we expect all employees and volunteers to role model the following:

- Service:** Serve our diverse community by providing accessible, responsive and personalised care
- Integrity:** Be open, honest, just, reasonable and ethical in our relationships
- Compassion:** Understand the needs of those we serve and respond with care
- Respect:** Champion the rights of individuals to be in control of their lives and to be treated as equals

We acknowledge and pay respect to the traditional people of this region, known as the Myone Buluk of the Boon Wurrung language group of the greater Kulin Nation. We pay our respects to the land this organisation stands on today. We bestow the same courtesy to all other First Peoples, past and present, who now reside in this region.



Excellence: Hold ourselves accountable for achieving the best health outcomes for individuals and our community

Position Summary

Peer support is based on the concept that people who have had a lived experience (or supported those with a lived experience) of mental illness and have experienced recovery, can act as ‘recovery coaches’ (peers) to others and can intentionally engender hope simply by role-modelling recovery in a way that others without experience of mental illness can.

The purpose of this position is to provide individualised support with the goal of recovery, modelling hope for recovery, encouraging self-awareness about what works for the person, and developing understanding and support by becoming part of the community. Peer support necessitates the development of strong; supportive relationships based on mutual respect and shared understanding.

Level 2 workers will work independently, and understand the policies and processes in the area they operate. They will prioritize their own work and use their experience to make decisions. Level 2 is the minimum for working in the community. |

Key Responsibilities

- Guide, orientate, and mentor Peer workers Level 1
- Assist with complex client relationships
- Communicate advance alternative views within the workplace
- Prioritize their own work
- Uses experience to make decisions with clients regarding service options
- Promotes an individual’s rights based approach to achieve optimal recovery
- Negotiates complex interpersonal relationships
- Provide role modelling of alternative strategies and engagement styles to staff
- Assisting in development of skills and knowledge that can be transferred to the community
- Provision of peer support opportunities about learnings from ‘lived experience’, of consumers/carers, sharing coping strategies, recovery journeys, mutual support and problem-solving groups.
- Bringing an enriched consumer or carer-perspective outlook to staff education and development, on issues such as consumer/carer experiences in the community and what consumers/carers mean by personal recovery.
- Promotion of systemic advocacy to allow a reflection of consumer/carer perspectives on how services operate.
- Providing personal help and equal (non-hierarchical) mentoring options for consumers/carers.
- Ensure strengthened consumer and/or carer participation and the consumer/carer advocacy voice.
- Be aware of and work in accordance with organisational policies and procedures including industrial agreement conditions, occupational health and safety and equal employment opportunity. |

Key Result Areas/Main Priorities

PROMPT doc no: 24691368 Version: 1.0		
First created: 16/09/2016	Page 2 of 6	Last reviewed: 16/09/2016
Version changed: 16/09/2016	UNCONTROLLED WHEN DOWNLOADED	Next review: 16/09/2019



**Operational /
Clinical Performance**

**Peninsula Health
Values**

- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.
- Complete all mandatory training by the due date.
- Undertake any additional tasks as requested that reasonably fall within the scope of the position and classification.
- Undertake any additional tasks as requested that reasonably fall within the scope of the position and classification.
- Support personal recovery and wellbeing through the provision of personalised support services to consumers and their families
- Provide group support services, information and advice on services to consumers and carers
- Development of recovery based assessment and plans with the consumer or carer at the centre
- Work within appropriate boundaries and share knowledge and expertise gained through reflection on ones' lived experience of mental health issues and recovery
- Support consumers/carers through transition times, develop rapport and trusting relationships with consumers/carers
- Provide secondary consultations to clinicians by participating in case conferencing or clinical reviews
- Engage with consumers/carers and staff to plan, facilitate and evaluate consumers/carers engagement through group work
- As part of the multidisciplinary team, actively and appropriately share knowledge
- Work collaboratively with Peninsula Health Mental Health Service staff to provide a coordinated approach to consumer and family needs, including identification of service gaps, areas for improvement and implementation of appropriate responses at both policy and service delivery levels
- Promote service responsiveness to the needs of consumers
- Maintain effective communication with consumers, carers and Peninsula Health staff
- Work collaboratively with other local support groups to improve service provision to consumers
- Uphold the dignity and rights of families, carers and consumers while respecting privacy and confidentiality at all times
- Provide a contact for consumer/carer support, advocacy and information for consumers both in the inpatient and community services
- Promote a focussed customer orientated environment for the delivery of services
- Display values of service, integrity, compassion, respect, and excellence when carrying out duties and in dealing with patients, consumers and colleagues.

PROMPT doc no: 24691368 Version: 1.0		
First created: 16/09/2016	Page 3 of 6	Last reviewed: 16/09/2016
Version changed: 16/09/2016	UNCONTROLLED WHEN DOWNLOADED	Next review: 16/09/2019



Consumer Focus and Person Centred Care

- Ensure an excellent standard of service is offered by partnering with patients, consumers and/or carers and the community at all levels of health care provision, planning and evaluation.
- Demonstrate a commitment to the patient ‘Charter of Healthcare Rights.’
- Maintain a professional and friendly approach in all interpersonal communication with patients, consumers and colleagues.
- Recognise and respond to the needs and requirements of each individual patient, consumer and/or carer.

Quality and Safety

- Ensure patient and consumer safety and quality of care is the highest priority.
- Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all patients and consumers.
- Maintain a good working knowledge of the National Safety and Quality Health Service Standards, take the initiative to pursue opportunities for quality improvement, and actively contribute to the accreditation of the service being delivered.
- Take all reasonable care for personal safety and the safety of patients, consumers and colleagues.
- Comply with all Policies and Procedures, including the ‘Hand Hygiene’ Policy, ‘Smoke Free Work Environment’ policy and clinical/operational practice guidelines.
- Maintain confidentiality as per Peninsula Health Policies and Procedures and in accordance with relevant privacy and health records legislation.
- Actively involve patients, consumers and/or carers in quality and safety improvement activities.
- Maintain up-to-date immunisation status related to own health care worker category.
- Ensure that the principles of general and patient manual handling are adhered to. []

People and Culture

- Create and develop a positive working relationship with team and colleagues.
- Act in accordance with the ‘Code of Conduct’ and ‘Workplace Behaviour’ Policies.
- Actively participate in relevant professional development.

Selection Criteria

Essential Criteria

PROMPT doc no: 24691368 Version: 1.0		
First created: 16/09/2016	Page 4 of 6	Last reviewed: 16/09/2016
Version changed: 16/09/2016	UNCONTROLLED WHEN DOWNLOADED	Next review: 16/09/2019



- Demonstrated ability and relevant skills acquired through a lived experience of mental illness, in providing a consumers'/carers experience
- Commitment to working with service providers and consumers/carers to improve mental health services for consumers and their families
- Ability to work collaboratively with individuals and groups and have an understanding of the diversity of cultural, linguistic and gender backgrounds of our community and the impact this has on consumers and their families' experience of mental illness

- Demonstrated ability to separate and contain personal experience as a consumer/carer from that of others
- Well-developed communication and interpersonal skills, including the ability to consult, liaise and work collaboratively with carers, consumers and professional staff
- Demonstrated team work skills
- An understanding of current Victorian mental health service systems of service delivery and issues, including clinical and community systems
- Understanding of the concepts of recovery
- Demonstrated understanding of peer support work

Desirable Criteria

- Ability to work within a Recovery Framework with a consumer focus, ensuring this focusses on the consumers' sense of dignity and self determination
- Good organisational and problem solving skills

- An ability to work independently and as part of a team, well organised, flexible and adaptable
- Knowledge of current mental health strategic planning
- Computer skills in Microsoft Office

Personal Attributes

Customer Focus - *Committed to delivering high quality outcomes for clients.*

Decisiveness – *Makes rational and sound decisions based on consideration of the facts and alternatives. Makes quick decisions when required.*

Developing Others – *Provides constructive feedback, coaching and training opportunities. Appropriately delegates responsibilities to further the development of others.*

Teamwork – *Cooperates and works well with others in the pursuit of team goals. Accommodates and works well with the different working styles of others.*

Integrity – *Operates in a manner that is consistent with the organisation's values and nursing code of conduct.*

Initiative and Accountability – *Takes responsibility for own actions.*



Performance Appraisal/Review

- 1. Where a new employee is appointed to this position, a review of the appointment will occur prior to the end of the six month probationary period.
- 2. A Performance Development Review will be conducted on an annual basis.

Position Description Authorisation

AUTHORISED BY (Relevant Director)	
NAME : Sharon Sherwood	
SIGNATURE:	DATE:

I have read and confirm I understand the information above.

POSITION INCUMBENT NAME :	
SIGNATURE:	DATE: