

	<h2>Position Description</h2>
Position Title	Peer Support Worker
Reports to	General Manager Social Support
Team	GPIR (Grampians Partners in Recovery)
Agreement / Award	Ballarat Community Health Mental Health Service Enterprise Agreement 2012-2016
Remuneration	Dependent on skills and experience
Classification	Dependent on skills and experience
EFT	0.6 EFT
Employment Mode	Part time
Period of Employment	12 months
Document Version	V1
Date Last Reviewed	June 2017

Organisational Context

Ballarat Community Health (BCH) strives for high quality, flexible and responsive service delivery and health promotion through a focus on service monitoring, review and evaluation. BCH provides a broad range of services to the community of Ballarat, with outreach services delivered in the Central Highlands region and beyond, with a primary emphasis in all service delivery on health promotion and illness prevention. BCH is committed to operating as a values-based organisation and has adopted the following values as key to our work. We seek to demonstrate these values in the way we choose to behave and interact with each other, our clients, partners and the community. Compassion, empathy and empowerment are important behaviours in demonstrating these values.

Vision

That the people of the communities we serve achieve the best possible health and wellbeing.

Mission

In partnership with the community, to create opportunities and supportive environments which empower people to develop healthy lifestyles and prevent or manage illness.

Values

Respect

- Valuing each other's points of view, accepting and giving feedback in a non-judgmental manner.
- Treating people in a way that is right or reasonable without prejudice.

Integrity

- Adherence to moral and ethical principles: honesty, sincerity, truthfulness, trustworthy, honourable, fair and genuine.

Responsibility

- Being trustworthy, accountable and reliable.
- Thoughtfully acting in the way that is needed, suitable or right for a particular situation.

Optimism

- Having an affirmative outlook, focusing on potential and abilities.

Courage

- The quality of mind or spirit that enables a person to face difficulties and challenges.

Resilience

- The strength and determination to overcome episodes of difficulty and hardship despite potential frequency.

Position Summary

The Peer Support Worker is an integral member of the GPIR (Grampians Partners in Recovery) team and will draw on their lived experience of recovery from mental illness, to instil confidence and hope in others about the journey of recovery. Peer Support Workers work collaboratively with the GPIR team based at BCH and Centacare, to provide information on the NDIS and a welcoming contact to BCH and its programs. The Peer Support Worker may 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. This will include assisting with the development of plain language information that explains the function of service coordination.

The role of Peer Support Worker is an important element of the team approach and brings the wisdom of experience to many aspects of service delivery including intake interviews, service promotion, group programs and case reviews. This role will link to other GPIR peer support roles across the catchment. The Peer Support worker will provide some case work duties for participants, including transporting and accompanying participants to appointments that they would otherwise not be able to attend.

Key Tasks and Responsibilities

Service Delivery

- Be a first point of contact for potential new participants to explain the NDS and opportunities for people with psychosocial disability.
- Assist other staff members in the development and regular review of the consumer's Action Plan and Care Coordination Plan
- Work as part of a team in assisting consumers to engage with the practices associated with the Recovery Star Model, i.e. assisting the consumers in values and strengths identification and clarification, assisting the consumer to complete tasks as part of goal striving
- Draw upon their understanding and belief in strength-based, recovery orientated models of service
- 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 emotional 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
- 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
- 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
- Collect, collate and maintain data on consumer contact
- With team members, collect information on community resources

Scope of Practice

- To follow leadership (team leader/manager) direction and seek advice on all matters outside usual scope of practice
- Mental Health workers will work within a strengths based, recovery focused framework
- Mental Health workers will be guided by the 2010 National Standards for Mental Health Services
- Continuing education to keep abreast of changes

Reporting

- Maintain professional case notes and undertake administrative duties as required by the role
- Collect, collate and maintain data on consumer contact

- Ensure all data and other reporting requirements of funding bodies are submitted as required.
- Achieve and report on targets as determined by the position's work plan
- Provide written reports to the General Manager Social Support as required

Organisational Responsibilities

(Governance, Quality, Risk, Training, Professional Obligations, Credentials)

- Establish and maintain cooperative working relationships with staff and ensure alignment with the BCH values at all times
- Work within professional boundaries and relevant scope of practise at all times
- Support student placements and participate in supervising students and/or volunteers as required, including writing reports for students with regard to clinical placement outcomes
- Adhere to Infection Control and Poison Control Plans where relevant and applicable
- Ensure focus on and adherence to clinical governance guidelines and procedures
- Maintain relevant professional registration
- Participate in health promotion activities in line with the Health Promotion Plan as required
- Work cooperatively across the teams to provide a comprehensive coordinated health promotion service
- Attend approved professional development sessions and keep up to date with current developments, theories and practises in the field
- Participate in compulsory BCH training programs which may include Cultural and Diversity Training, All Staff Training Days, GLBTI Training, Aboriginal Cultural Training, First Aid and CPR, Smoking Cessation, NSP, Elder Abuse, Case Note Training, Act@Work Training etc
- Ensure that client and staff confidentiality is respected and upheld at all times
- Attend and actively participate in meetings as required
- Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values
- Participate in performance development plans and supervision
- Be aware of and perform all duties in accordance with the organisation's stated policies and procedures
- Participate in the organisations continuous quality improvement programs and activities
- Assist with the identification and analysis of risks within your department and the organisation

Computer - Use of the following packages

- Microsoft Office – Word, Excel, Power Point, Publisher
- VHIMS*

Occupational Health & Safety

All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced into the workplace to improve OH&S. Staff are also expected to take responsibility to ensure the health, safety and well-being of self, colleagues and clients. Staff must report near misses and incidents promptly, participate in occupational health and safety activities and observe any lawful instructions regarding health and safety.

This role requires:

- Ability to use a computer within the context of appropriate OH&S regulations
- Ability to drive a motor vehicle if required
- Ability to lift/move training equipment if required

Key Selection Criteria

Qualifications & Experience

1. A lived experience of mental illness and demonstrated experience of recovery
2. Certificate IV in Mental Health Non-Clinical (minimum)
3. Experience of the public or private mental health system
4. Demonstrated experience in facilitating groups, including the ability to prioritise different needs within a group
5. Demonstrated ability to engage a diverse range of people
6. A clear understanding and ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
7. A demonstrated commitment to the principles of recovery and self-empowerment

Skills & Attributes

8. Strong ability to relate effectively with people and build connections with staff, consumers and partner organisations
9. Excellent communication and facilitation skills; with the ability to speak clearly, listen and consult with others, and adapt communication style to meet the needs of others
10. Excellent planning, organising and problem solving skills; including effective time management
11. Ability to adapt and respond to change and cope with challenges
12. Ability to align with the BCH values in all areas of work

Conditions of Employment and other relevant information

- The successful applicant will be required to undertake a police records check. Appointment is subject to the outcome of this check.
- The successful applicant will be required to obtain and maintain a valid employment Working With Children Check whilst employed in this position.
- The successful applicant will be required to hold a current driver's licence.
- Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
- The position is located in Lucas but the Service reserves the right to vary the location of the position according to the needs of the Service and its clients and any future changes to the Service's area of operation.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Salary sacrifice arrangements are available to all staff subject to Ballarat Community Health's ongoing Fringe Benefits Tax exempt status.

This position description is approved by:

CEO's (or representative) Name

CEO's Signature

Date

Employee – I have read, understood and accept the following position description:

Employee's Name (please print)

Employee's Signature

Date