



Health

Murrumbidgee Local Health District

POSITION DESCRIPTION

Reference Number :	396822		
Recruitment Type	General Recruitment		
Position Number :	523937		
Position Title :	Peer Support Worker - Mental Health Acute Units		
Cost Centre :	Cost Centre	Code	%
	Wagga MH Acute Inpatient Services	948503	100
Organisation unit :	NSW Health Service - Murrumbidgee Local Health District		
Location :	Wagga Wagga		
Facility :	Mental Health		
Advertised Award/Classification	Professional and Associated/Health Educ Off Non Grad		
Registration/Licence Requirements :	Not Applicable		
Vaccination Category :	Category A		
Employment Screening Check			
National Criminal Record Check :	Yes		
Working With Children Background Check :	Yes		
Working With Aged Care Check :	No		
Responsible To :	Nurse Unit Manager		
Responsible For :	Nil		
Purpose Of Position :	<p>The Peer Support Worker will be based in the Wagga Wagga Mental Health Acute Units. This is a newly built 30 bed mental health facility that includes 22 acute beds and 8 high dependency beds. The unit is primarily targeted at consumers aged 18-65 years with psychiatric conditions however admits consumers across the age spectrum including those with multiple and complex needs. The Acute unit is committed to providing contemporary and innovative approaches to care. The unit recognises consumers with mental health issues as experts in their own condition and strives to provide an optimistic and positive approach to care with a focus on collaborative decision making and care planning. Working with consumers, their families and carers and other service partners is central to the model of service delivery promoted by the unit.</p> <p>The Peer Support Worker will be responsible and accountable to the Nurse Unit Manager and work collaboratively with members of the multidisciplinary team. The Peer</p>		

Support Worker will have a lived experience of mental illness, will provide advice to the Mental Health Acute Unit on a range of issues and provide support to consumers at an individual and group level. The role is focussed on developing empathic relationships with consumers based on the common ground of the lived experience of mental illness. The Peer Support Worker will be expected to provide hope, encouragement and information and walk alongside consumers on their recovery journey.

There are three key domains of responsibility in this position (described below).

1. Professional Practice

- Demonstrate knowledge of recovery concepts and principles and a commitment to implementing a model of care that facilitates recovery for consumers
- Respect the values, customs, spiritual beliefs and practices of consumers, their families and carers and colleagues
- Consult with other health care professionals when the scope of practice falls outside the expertise of the Peer Support Worker
- Maintain and use clinical information and data systems, demonstrating timely and accurate collection and reporting of clinical and statistical information as required

2. Critical Thinking and Analysis

- Recognise the need for care of self
- Participate in clinical supervision or mentoring
- Maintain skills necessary for competence as a Peer Support Worker

3. Coordination of Care

- Run and coordinate programs and activities of a peer support nature
- Organise and help to facilitate recovery groups and workshops within the Mental Health Acute Units
- Organise and conduct consumer feedback groups within the Mental Health Acute Units
- Develop and implement activity based sessions as a mechanism for information provision and support
- Provide support to the consumer during their recovery journey through acting as a role model for consumers, providing hope, encouraging and empowering a person during their recovery journey
- Provide information about inpatient and community resources and services
- Assist consumers during their transfer of care
- Organise referrals to appropriate peer support services for consumers following transfer of care
- Follow up with consumers following their transfer of care to provide any ongoing support where appropriate
- Assist consumers in developing their care plans, relapse and wellness plans, alongside mental health clinical staff
- Provide information for consumers on: employment; rights and responsibilities; and other areas where requested
- Help to encourage consumers to access a broad range of evidence based rehabilitation programs. Examples of programs include: psycho education, relapse prevention, vocational rehabilitation and supported employment, drug and alcohol, social skills, physical activity and health protection and living skills programs.
- Work with others to help facilitate consumer access to Rehabilitation and Recovery services including VETE programs, Resource and Recovery services, HASI, PHaMs and other NGO services.
- Produce reports for management on activities as required

Organisational Requirements

- Ensure policies relating to EEO, Anti-Discrimination, Occupational Health and Safety and other relevant legislation are strictly adhered to within the Unit and throughout the MLHD in the development and implementation of policies and procedures
- Implement risk assessment and management practices in accordance with the NSW Risk Management Enterprise-Wide Policy and Framework and ensure evidence is maintained
- Actively promote the maintenance of safe work practices for the service in

Key Accountabilities :

	<p>accordance with current legislation and policy requirements to provide a safe and secure environment for consumers, visitors and staff</p> <ul style="list-style-type: none"> ● Demonstrate compliance with National Safety and Quality Health Service Standards, guidelines and all other relevant standards, including evidence of participation in innovation and continuous quality improvement activities ● Model and actively promote workplace behaviour that reflects the NSW Health Code of Conduct ● Actively participate in the MLHD professional development program and in collaboration with your manager develop, implement and participate in a job rotation to align employee competencies with organisational requirements ● Undertake and ensure staff undertake, all mandatory training programs including Child Protection and Domestic Violence ● Undertake reasonable travel in accordance with the duties of this position ● Other duties as directed and consistent with the grade of this position. <p>Education and Training</p> <ul style="list-style-type: none"> ● It is the responsibility of each staff member to comply with mandatory training requirements as directed by National, State and Local Legislation and Policy ● It is the responsibility of each staff member to be aware of the contents of the Policy and Procedures Manual/Database(s) for their Department and to work within the principles contained therein. <p>Other Duties</p> <ul style="list-style-type: none"> ● Perform other job related duties as directed consistent with the Award Classification. ● Undertake reasonable travel in accordance with the duties of this position. ● Participate in an annual Capability and Performance Evaluation (CAPE) review process. ● Each staff member is expected to exhibit a commitment to the MLHD CORE Values of Collaboration, Openness, Respect and Empowerment as defined in the NSW Health Code of Conduct PD2015_049 <p>Smoke Free Policy</p> <p>Murrumbidgee Local Health District is a smoke free environment.</p>
	<p><i>All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.</i></p>
<p>Challenges/Problem Solving :</p>	<ul style="list-style-type: none"> ● Interacting with consumers across the lifespan with complex mental health needs and in times of stress ● Managing consumer expectations ● Managing staff expectations ● Managing workload across the mental health acute unit
<p>Communication :</p>	<ul style="list-style-type: none"> ● Ability to gather relevant information through effective questioning ● Utilise a range of communication techniques, including verbal and non-verbal, and ensures interpreters are used where indicated ● Collaborate with a range of key service partners to enhance care outcomes for consumers ● Communicate effectively with consumers and other service providers ● Computer skills including proficiency in the Microsoft Office Program are a requirement of this position.

Decision Making :	<ul style="list-style-type: none"> Engage in ethical decision making Make and assess the consequence of decisions regarding care within own scope of practice Day to day decisions related to patient care / work demands, made with the guidance of the Decision Making Framework for Nurses & Midwives / relevant policy / procedure and guidelines. <p>Risk Management</p> <p>All staff in NSW Health are expected to manage risks in their own area and within their capacity and delegation of authority.</p>
Selection Criteria :	<p>Selection Criteria</p> <ol style="list-style-type: none"> The personal lived experience of mental illness. Demonstrated experience in systemic and individual advocacy and representation or willingness and ability to acquire these skills. Demonstrated sound written and verbal communication skills, including report writing, presentation skills and basic computer skills. Demonstrated ability to build effective partnerships and work cooperatively with others, including service staff, consumer networks, consumer workers and consumers together with an ability to work in a multidisciplinary team environment. Demonstrated experience in facilitating consultations with individuals and groups or willingness and ability to acquire this skill. Demonstrated experience in feeding outcomes and information back to consumers and ability to represent views beyond and potentially conflicting with one's own views. Demonstrated knowledge of the following: consumer participation principles and practice; rights and responsibilities for consumers; state and national mental health policies and recovery oriented service provision principles and practice. Evidence of a Class C Drivers Licence and ability and willingness to travel for work purposes.
Staffing :	N/A
Budget :	Nil
Financial Delegation:	Nil

JOB DEMANDS CHECKLIST

Physical Demands	
	Frequency
Sitting - remaining in a seated position to perform tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Infrequent
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Occasional
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Occasional
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Occasional
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Infrequent
Kneeling - remaining in a kneeling posture to perform tasks	Occasional
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Occasional
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Occasional
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Occasional
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Occasional
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Occasional

Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Occasional
Reaching - Arms fully extended forward or raised above shoulder	Occasional
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Occasional
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Not Applicable
Hand & Arm Movements - Repetitive movements of hands and arms	Occasional
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Occasional
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving - Operating any motor powered vehicle	Occasional
Sensory Demands	
	Frequency
Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	Constant
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Occasional
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Not Applicable
Taste - Use of taste is an integral part of work performance e.g. Food preparation	Not Applicable
Touch - Use of touch is an integral part of work performance	Occasional
Psychosocial Demands	
	Frequency
Distressed People - e.g. Emergency or grief situations	Constant
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Constant
Unpredictable People - e.g. Dementia, mental illness, head injuries	Constant
Restraining - involvement in physical containment of patients / clients	Not Applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Occasional
Environmental Demands	
	Frequency
Dust - Exposure to atmospheric dust	Not Applicable
Gases - Working with explosive or flammable gases requiring precautionary measures	Not Applicable
Fumes - Exposure to noxious or toxic fumes	Not Applicable
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Not Applicable
Hazardous substances - e.g. Dry chemicals, glues	Not Applicable
Noise - Environmental / background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting - Risk of trips, falls or eyestrain	Not Applicable
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Infrequent
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Not Applicable
Confined Spaces - areas where only one egress (escape route) exists	Infrequent
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Infrequent
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Not Applicable
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Not Applicable
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Not Applicable

As the incumbent of this position, I confirm I have read the Position Description and Job Demands Checklist, understand its content and agree to work in accordance with the requirements of the position.

Employee Name: _____

Employee Signature _____ Date: _____

Manager's Name: _____

Manager's Signature _____ Date: _____