

## Position description

Title of the role:	Peer Worker, Prevention and Recovery Care (PARC)
Program Area:	Rehabilitation Services
Location:	South East Melbourne – Frankston
Reports to:	Coordinator, PARC
Last Revised:	June 2017

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## 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 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

The Adult Prevention and Recovery Care (PARC) program is a 10 bed facility, located in Beach Street, Frankston. The length of stay is up to 28 days and service delivery is in partnership with Peninsula Health. PARC is a step up, step down facility that provides psychosocial support at the earlier stages of relapse and to prevent the need for hospitalisation. Clinical intervention is provided to PARC through Peninsula Health Mental Health Services. The program is staffed 24/7 and includes day, afternoon and sleepover shifts.

Our focus is on recovery and supporting individuals to live independent and fulfilling lives in the community. We do this by working in close partnership with clinical and other partners, the person with the mental illness, their families and friends. It is our goal to assist people in their own pathway to recovery.

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 recovery journey. Participation of people with a lived experience of mental illness is an important element of the way in which Wellways Victoria provides services. Utilising the Wellways Lived Experience Workforce Framework, the Program 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 Program Worker will share their experience of mental illness in order to assist participants, their families, clinicians and the community better understand the participant perspective and to improve outcomes for participants. In addition, the Program Worker will play a lead role in the service to support consumer and carer participation

Under the support and direction of the Coordinator, the PARC program forms part of the South East Melbourne region and works with the team and other key stakeholders in the ongoing development and effective implementation of organisational and regional strategic plans.

Refer to Attachment 1 for a reference to the overall Wellways organisation structure and for the relationship lines in context of the role.

## Responsibilities

Key Functions	Key Performance Indicators
<p><b>Rehabilitation Services</b> Providing direct support to participants within the framework of the organisations policy and procedures, all applicable legislative standards and any relevant accreditation standards.</p>	<p>Working in the context of the individual, family and community, the Program Worker will be expected to:</p> <ul style="list-style-type: none"> <li>• Engage participants and developing professional and trusting relationships</li> <li>• Work with participants to identify areas of need using key assessment and outcomes measurement tools</li> <li>• Develop individual service plans with each participant which incorporate individual goals focusing on skill and knowledge development while working towards recovery</li> <li>• Provide direct practical support to participants to attain the skills required to meet the goals identified to ensure social inclusion</li> <li>• Encourage linkages into a range of activities to support achievement of goals, including all other Wellways services</li> <li>• Work with participants, to regularly monitor and update their individual plans and progress in line with the plan</li> <li>• Work actively with participants to plan their exit from the program</li> </ul>

	<p>and assist in building longer term support networks</p> <ul style="list-style-type: none"> <li>• Ensure that all operational and administrative requirements are met including regular reporting requirements and records maintenance</li> <li>• Maintain safe work practices and a safe and healthy environment in accordance with occupational health and safety policies and legislation</li> </ul>
<p><b>Team Effectiveness</b> 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"> <li>• Working as part of the team on the basis of an ethos of collaboration, co-operation and mutual support</li> <li>• Support for, and on-going development of, an environment based on shared accountability and effective knowledge sharing</li> <li>• Co-operating with all team members in order to ensure continuity of care and the provision of an exceptional service offer</li> <li>• Actively participating in team meetings, service planning sessions, PDR supervision and staff development activities</li> </ul>
<p><b>Organisational Alignment</b> 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>This will be achieved through on-going contribution and awareness ensuring that:</p> <ul style="list-style-type: none"> <li>• The programs provided reflect the core values of Wellways</li> <li>• Consumer needs are reviewed to ensure an effective service aligned with need</li> <li>• Quality systems and standards are subject to on-going development to support enhanced program delivery</li> <li>• Effective relationships are established and maintained with other organisations</li> </ul>
<p><b>Stakeholder Engagement</b> Working with the wider community and key stakeholders to support value adding participant outcomes</p>	<ul style="list-style-type: none"> <li>• Participating in program promotion and developing appropriate linkages with other community agencies, clinical services and other Wellways programs</li> <li>• Participating in the development and delivery of community education in relation to mental health</li> <li>• Representing Wellways in a variety of settings, including other agencies, members, participants, carers and families to raise awareness of mental illness issues at the local level and to 'market' the organisation regionally</li> <li>• Assisting in the support of volunteers and students</li> </ul>

## Essential Requirements, Knowledge, Experience and Skills

<p><b>Qualifications &amp; Essential Requirements</b></p>	<ul style="list-style-type: none"> <li>• Personal experience of a mental illness</li> <li>• Tertiary Qualifications in a social science or related discipline</li> <li>• Current valid Driver's License and the ability to undertake some travel</li> <li>• Appropriate IT skills</li> <li>• Satisfactory Police Records Check</li> <li>• Satisfactory Working with Children Check</li> <li>• Right to Work within Australia</li> </ul>
<p><b>Technical Knowledge and Experience</b></p>	<p>Required:</p> <ul style="list-style-type: none"> <li>• Be comfortable to share experiences with the program participants</li> <li>• Demonstrated experience and skills in working within programs for people with a serious mental illness or their carers</li> <li>• Experience in the operation of residential programs</li> <li>• An understanding of the biopsychosocial model of mental health and how social inclusion principles are applied to service delivery</li> <li>• Demonstrated ability to operate in a way that ensures maximum participation of participants</li> <li>• An ability to establish effective partnerships including liaison, mediation, negotiation and consultation</li> <li>• An ability to work with culturally and linguistically diverse communities and individuals</li> <li>• Commitment to best practice</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Prior experience working within the Mental Health industry or community based organisation</li> <li>• Fluency in other languages</li> </ul>
<p><b>Skills</b></p>	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Effective communication skills, verbal and written including the ability to develop reports.</li> </ul> <p><b>Interpersonal</b></p> <ul style="list-style-type: none"> <li>• Strong skills in developing and maintaining relationships with staff and other key stakeholders.</li> <li>• Able to see things from others point of view and confirm understanding of that point of view.</li> <li>• Able to express personal views in a constructive and diplomatic manner.</li> <li>• Able to reflect on how one's own emotions impact on others.</li> </ul>

	<p><b>Organising and Planning</b></p> <ul style="list-style-type: none"><li>• Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required.</li><li>• Able to develop and implement systems and procedures to guide work and track progress.</li><li>• Able to recognise barriers and find effective ways to deal with them.</li><li>• Able to identify processes, tasks and resources required to achieve a goal</li></ul> <p><b>Self Management</b></p> <ul style="list-style-type: none"><li>• Able to plan and prioritise work to ensure outcomes are achieved.</li><li>• Takes the time to think things through.</li><li>• Able to anticipate one's own reactions to situations and prepare accordingly.</li></ul> <p><b>Information Technology</b></p> <ul style="list-style-type: none"><li>• Familiar in Microsoft Office Suite</li></ul>
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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

