

Job Profile



Position Title: PHaMs Peer Support Worker

Award: Social, Community, Home Care & Disability Services Award 2010

Classification: Social and Community Services Employee (SCSE) Level 2

Division: HYPA

Reports to: PHaMs Team Leader

Incumbent:

Signatures below provide acknowledgement that this document represents the job to be performed and has been accepted by the incumbent.

Approved / Authorised by: General Manager, HYPA

Incumbent Signature: _____ **Date:** _____

Job Focus

Engage with PHaMs participants on a personal level to assist in their developing a personal recovery plan which will lead them to explore opportunities for their future.

Consult with the PHaMs team to promote a culture where each participant's point of view and preferences for recovery are recognised, respected and understood.

KRA 1 – Operations

- Provide support to participants whose lives are affected by severe mental health to explore and develop increased opportunities for recovery and subsequent employment.
- Support the PHaMs team to recognise and understand the participant's views and preferences of recovery.
- Provide the PHaMs team with an understanding of the impact of living with a mental illness and the effect this has on the recovery journey from a personal experience.
- Help the participants share experiences and stories, reflect on their progress and to identify ways of managing difficulties faced.
- Allow an unbiased consideration of the individual's personal opinions and wishes.
- Participate in the maintenance and development of SYC service objectives by:
 - Attending relevant staff meetings;

- Attending relevant staff training and professional development courses;
- Actively participating in supervisory sessions and service/program meetings;
- Actively participating in the professional development programme of SYC.
- Collaborate with other SYC divisions as a means of assisting participants to achieve goals.

Administration

- Ensure service delivery is efficient and effective.
- Ensure maintenance of appropriate and accurate case notes in line with the HYPA Case Notes Manual.
- Ensure maintenance of appropriate and accurate statistics and records, including the use of relevant IT package/s.
- Ensure that all administration tasks are completed in a timely and effective manner.
- Provide the Team Leader with a weekly report/s if requested.
- Administer evaluation tools and assist in the collation and analysis of data and statistics as appropriate.

Other

- Actively support SYC's collaborative, performance-based culture and ensure all actions and behaviours are aligned with the organisational values of Courage, Trust, Working Together and belief in People and their Potential.
- Achieve all agreed KPIs.
- Undertake training as directed.
- Represent SYC at all times in a professional and ethical manner consistent with Our Purpose.
- Conduct any other duties that may be reasonably expected of you from time to time.

KRA 2 – Compliance

- Operate and comply at all times in a manner consistent with both the letter and the intent of:
 - SYC's policies and procedures, including but not limited to:
 - Code of Conduct;
 - Privacy Policy
 - Keeping Children and Young People Safe Policy;
 - Acceptable Use of Technology Facilities Procedure; and
 - Social Media Policy.
 - all relevant quality systems as amended from time to time; and
 - all relevant contracts, agreements, standards, legislation and regulations.
- Uphold the principles of SYC's Valuing Diversity and Equal Opportunity policies and encourage a work environment that is:
 - conducive to the acceptance and implementation of workplace diversity;
 - free from discrimination and harassment; and

- respectful of each individual regardless of gender, gender identity, classification, background, qualifications, skills or other characteristics.
- Support workplace gender equality by treating both men and women equally and fairly across all levels of the organisation.

KRA 3 – Safety

Employee Responsibilities:

- Take reasonable care for your own safety.
- Act in a manner that does not place your own health and safety or that of others at risk.
- Comply with all health and safety and injury management legislative requirements.
- Comply with SYC Health, Safety and Environmental policies and procedures.
- Report all hazards, incidents, injuries, unsafe acts or conditions in line with SYC procedures.
- Comply with any reasonable instruction.
- Cooperate with measures introduced in the interests of workplace health and safety.
- Participate in any health and safety training allocated and follow the instruction and advice provided.
- Correctly use any personal protective equipment and safety devices provided.
- Do not intentionally or recklessly misuse or interfere with anything that has been provided for health and safety reasons.
- Undertake only those tasks for which you have been authorised and/or received the necessary training and for which all necessary safety arrangements are in place.

Qualifications and Experience

- Proven experience of living with a mental illness and recovery and now effectively managing the mental illness or disorder.
- Experience accessing appropriate mental health services.
- A Certificate IV in Mental Health Peer Work is desirable.
- Demonstrated experience in the delivery of peer support services and the recovery model.

Skills and Knowledge

- Ability to listen effectively.
- Strong interpersonal and communication skills, both written and verbal.
- Ability to achieve quality customer outcomes by creating standards, promoting and delivering high quality products and services.
- Relationship management and engagement skills to create, maintain and build positive working relationships with others including participants, health workers, the community and community organisations.
- Good goal setting and self-management abilities.
- Ability to grasp complex concepts and to clearly and concisely communicate these to others.
- Ability to negotiate and utilise judgement.
- A good understanding of issues and concerns regarding mental health problems or disorders.
- Good understanding of recovery principles and practices.
- Knowledge to work within the PHaMs agreement guidelines.
- Knowledge of the National Mental Health Strategy, the National Mental Health Standards and other legislation.

Key Attributes

- High level of self-awareness and self-reflection.
- An approachable and acceptable manner/attitude along with a desire to share one's own experiences to support others.
- High level of honesty and integrity.
- High level of confidentiality.
- Able to handle workplace pressure in a way that maintains stable performance and workplace morale.
- Able to maintain reasonable levels of energy and to be efficiently productive over extended periods of time when necessary.
- Sense of urgency and ability to successfully work to deadlines.

Competency Profile



Special Requirements / Conditions:

- Prepared to obtain (and maintain) the applicable state clearance to work with children is an essential component of this role and continued employment with SYC.
- Possession of a current valid Driver's Licence and willingness to drive is required.
- Prepared to work from, or be located at, any SYC site is required.