

## Consumer Peer Support Worker

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| <b>Position</b>        | Consumer Peer Support Worker                         |
| <b>Classification</b>  | SCHADS Award Level 3-4 – Dependent on Qualifications |
| <b>Service</b>         | Keys Program   |
| <b>Reports to</b>      | Team Leader Keys Program                             |
| <b>Office location</b> | Dandenong  |
| <b>Time fraction</b>   | Full Time but Part time negotiable                   |
| <b>Duration</b>        |  |

### Ermha Inc.

Ermha is a community based, not-for-profit organisation delivering a range of innovative and responsive mental health and disability support services.

Ermha employs staff from a variety of backgrounds to deliver services across Melbourne. Ermha has operational bases located in Clayton, Springvale, Dandenong, Beaconsfield and Geelong.

Ermha has 30 years' experience in the delivery of person-centred, strengths-based support and everything we do is informed by a deep respect for the people who use our services.

Ermha is an equal opportunity employer and is committed to a healthy and happy workforce, offering a range of staff wellbeing initiatives.

**VISION-** A future in which all people can access a world of opportunity to thrive in their community

**PURPOSE-** Directly providing and advocating for innovative and responsive mental health and disability services of the highest quality.

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### Position overview

The Keys Program is a Victorian Government Department of Health pilot project initiated to deliver meaningful outcomes for people with severe and persistent mental illness and complex care needs, who require stable accommodation and support to keep well and break the hospital cycle. The Keys program is a multi-disciplinary service delivered in Melbourne's southeast by Ermha, Monash Health and Hanover.

The Keys Program provides recovery oriented flexible outreach support to individuals in their home and community, using a range of psychosocial rehabilitation strategies that promote social inclusion. Program staff will support participants to access and maintain accommodation and assist with the development of a lifestyle that meets their needs and wishes in regard to their mental and physical health, wellbeing and quality of life. Family sensitive practices will be drawn on to ensure family and carer support is provided. The program focuses support in the development and maintenance of independent living skills, including:

- Improve housing stability;
- Increase social inclusion, including assistance to obtain employment or participate in education or training;
- Improve management of psychiatric symptoms; and
- Increase overall quality of life, physical health and wellbeing.

This highly targeted initiative will support people aged 16+ any one time who have severe and persistent mental illness, a history of long term repeated homelessness and frequently access emergency and crisis services. The initiative will provide comprehensive assessment; individual recovery plans; clinical treatment; targeted housing assistance and psychosocial support on an outreach basis; and intensive care coordination/case management.

The Keys Program is a recovery-oriented, culturally competent and trauma-informed service providing intensive and long term support that is both flexible and responsive. The program consists of three sub programs each with their own criteria.

Breaking the Cycle program is staffed by an integrated team comprising 1 EFT Mental health Clinician, 1 EFT Consumer Peers Support Worker, 1 EFT Housing and Support Worker, and 3 EFT Mental Health Practitioners. "Supporting Secure Tenancies" staff consists of 4 EFT Mental Health Practitioners and Mental Health Pathways program a 0.8 EFT position.

The peer support worker will use the principles of assertive outreach model but will add value to the role by utilizing lived experience when assisting clients in their recovery plan.

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### Practice Principles:

- The programs endorse the key worker model, where the development of a trusting relationship is seen as pivotal to the change process, and complementary to the roles of advocacy and support.
- Programs also endorse the “Programmatic” or “Team” approach to direct service delivery, where a high degree of collaboration amongst team members will contribute to the assessment of Client need and the design, review and delivery of packages of support.
- The programs’ aim to best match community resources to Client needs.
- Service provision is flexible and recognizes that individual needs change over time.
- The programs have a commitment to enhance the long-term health and wellbeing of clients and recognize that people may need support of varying intensity and duration. The program aims to be responsive to this need.

### Key Responsibility Areas:

- Engage with clients in an appropriate manner and maintain this ongoing supportive relationship in a case management capacity.
- Effectively communicate lived experience in a manner that assists clients with goals and recovery.
- Provide support, based on the intentional peer support model to clients with various complex needs including D&A, Mental Health, Legal issues, challenging behaviours and homelessness.
- Provide essential expertise and consultation to the team as a Peer Support Worker.
- Maintain case notes, case files and data collection in accordance with Ermha’s policy & procedure.
- Prepare case planning documents, documentation, reports and lead and review clients Individualised Recovery Plan (IRP)
- Work as part of the team and report to the Team Leader & Program Manager.
- Facilitate Group Work based in the community as part of clients Recovery & Social Inclusion Plan including Vocational Pathways.
- Establish and maintain professional relationships with external services in order to access programs and maximise client’s outcomes as part of Group work / Vocational Pathway and Social Inclusion plans.
- Engage with clients residing in the Keys Houses to foster therapeutic response as part of their Recovery by working with individuals in a one on one capacity as well as leading Group Work.
- Develop Group activities based on client’s needs and in conjunction with Group Work Committee.
- Support with Relapse prevention plans at different entry/exit points of the psychiatric system.
- Meeting program KPI’s and other duties as directed by Team Leader & Program Manager

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- regular supervision and show commitment in professional development by attending relevant training and actively work towards a professional development plan

### Service Delivery

- To provide strengths-based, trauma-informed and recovery-oriented psychosocial rehabilitation, and outreach support to clients, carers and families
- Provide direct individually tailored support to participants and their families via:
  - The development and maintenance of professional and trusting relationships;
  - The development and maintenance of strength based assessments and plans, which incorporate specific individual goals focusing on skill and knowledge development including social inclusion, accommodation, mental and physical health and wellbeing;
  - Collaboration with others in the participants life, including relevant service providers;
  - Provision of information for advocacy and referral.
- To assist persons supported to overcome any barriers to meeting their goals as outlined in their IRP
- To actively engage and coordinate other services as required for the successful attainment of the outcomes articulated in the IRP
- To ensure that all services are delivered in accordance with relevant legislation and Ermha's operational policies and procedures
- Contribute to a safe and healthy environment for workers, students and persons supported

### Team Work

- To be a participating and respectful member of the team contributing to a harmonious workplace environment in accordance with the aims, objectives, philosophy and policies of Ermha.
- Provide a team approach to support the work, cooperate closely with team members in order to ensure continuity of care and provision of a high quality service to consumers
- Actively participate in reflective practice through team meetings, client reviews, decision making processes, service evaluation, planning and development activities
- Assist the team to develop best practice, review and development of organizational systems, processes, policy and procedures
- To undertake additional duties during staff absences within reason and acquired competencies

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### Administration

- To ensure knowledge and compliance with all Ermha policy and procedures and legislative requirements as they relate to record keeping and data collection specifically relating to privacy and confidentiality principles
- To offer appropriate support to targeted client/s within a case management framework including assessment and referral, establishment and implementation of community support and input into the development and implementation of IRP to guide service provision
- To maintain case management-recording systems including case planning documentation, case files, and case notes, reports and data collection in accordance with Ermha procedure, policies, auditing and data reporting requirements
- Prepare thoughtful and well written reports to the Team Leader and/or Program Manager and other relevant funding bodies reflecting achievements, challenges, exceptions and actions if required.
- Contribute to the strategic planning process and initiatives of the program.

### Key Selection Criteria

1. A strong knowledge of the Microsoft suite of programs, including Outlook, Word and Excel is desirable.
2. Possession of a full current Victorian driver's license is essential
3. Knowledge of Intentional peer support and recovery models.
4. Utilize the lived experience of a mental health recovery journey
5. Desirable is an understanding of the challenges around recurrent homelessness including D&A and Legal issues
6. Demonstrated understanding, through lived experience, of the full range of issues faced by people living with a mental illness, together with strategies and interventions
7. Qualifications in Social Work, Psychology, Community Development or other related discipline is desirable
8. Relevant work experience within a support workers setting including knowledge of crisis intervention and a recovery – centred approach
9. The ability to communicate the value of lived experience, both written and verbally
10. Extensive understanding of the mental health system and community service sector with awareness of the field of dual disability, dual diagnosis support and working with those in the community who have complex care needs
11. Demonstrated ability to operate as a team member and a preparedness to accept a high degree of accountability to co-workers, consumers and management and providing an insight into a client's Mental Health Recovery Journey.
12. Clear communication skills, both written and verbal. The ability to prepare clear, thoughtful written reports, maintain files and data requirements and the capacity to represent the program at both agency and community level

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13. Ability to maintain case management – recording system including case notes and client files.
14. Experience in developing and facilitating Group work as part of engagement and recovery approach is desirable
15. The ability to manage crisis situations including dealing with clients with challenging behaviours
16. Awareness of outreach support including safety precautions and risk assessments

### Employment Basis

- A standard working week will be 40 hours - occasionally, out of hours and/or weekend work may be required
- Employment will be subject to satisfactory results from Police and Working with Children’s Checks
- All Ermha employees will be expected to participate in annual performance reviews
- To engage in regular formal supervision and reflective practice
- To develop a Professional Development Plan with your supervisor and be proactive about obtaining the objectives described within it
- To attend any training, courses, seminars relevant to the role and/or program requirements
- The position will be subject to the successful completion of a 6 month Qualifying Review
- The successful applicant will be required to provide evidence of their right to work in Australia
- Ermha is an Equal Opportunity Employer
- The employee will be required to take responsibility to actively ensure the health, safety and wellbeing of themselves and others at work
- The position is established under the terms and conditions of the Social, Community, Home Care and Disability Services Award 2010, and the NES and will be paid at a yearly rate consistent with qualifications and experience.

### Relationships:

- To establish and maintain a network of professional relationships through respect, integrity, and consistency that will enhance outcomes for clients, carers and families
- To represent the organization in a positive and professional manner when liaising with the community. The community includes people who access the service, other service providers, key stake holders and the local community

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### Occupational Health & Safety:

To undertake other duties as directed by the Team Leader and / or Program Manager or CEO, and maintain a clean and safe work environment complying with Ermha's OH&S policies and procedures.

- Ensure that safe working processes are undertaken at all times.
- Ensure that there are no obstructions blocking escape routes.
- Identify and report all hazards to your supervisor and/or OH&S Representative

### Accountability:

The position is accountable to the Ermha Board through the Chief Executive Officer. This position reports to the Team Leader, Program Manager & Governance Committee.

- Work outcomes will be collaboratively determined with, and be monitored by, the Team Leader of the program
- Autonomy will be exercised within established guidelines- the person employed in this position will make decisions regarding daily operations within Ermha's established procedures and practices
- This position will receive external supervision from Monash Health's Consumer Carer Relations Directorate on a regularly scheduled basis
- This position will report to the program's Team Leader, who will provide fortnightly supervision regarding program and operational matters

### Why Work for Ermha?

Ermha is a progressive not for profit organisation that has been providing support services to a broad range of clients since 1982. Over the past 3 years, Ermha has established itself as the major provider of support services to clients experiencing a dual disability in the Barwon Region. Along with offices in Dandenong, Beaconsfield, Springvale, Clayton, a social inclusion Café at Fountain Gate Shopping Centre and 2 opportunity shops in Noble Park, Ermha is continually growing.

Ermha is currently accredited against Department of Human Services Standards, Quality Improvement Council Standards, and Home & Community Care Standards.

Ermha is committed to further enhancing each employee's professional qualifications and skills by providing a comprehensive orientation for all new staff, a range of "in house" training and external training opportunities are provided, professional development plans, and regular supervision are provided to all staff.

With continual increases in federal and state government funding, Ermha has expanded in size and last financial year, Ermha provided services to over 1200 clients. Ermha currently employs around 180 staff focused on ensuring the best possible outcomes for clients of the service in a supportive and reflective team environment.

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Ermha strives to provide an attractive and positive work environment for all staff and provides a range of employment conditions including individual training, paid study leave, paid ADO'S where applicable, flexible work arrangements, health & wellbeing programs, and generous salary packaging to all staff.

### Required Information For Making An Application:

Must include:

- Cover Letter with contact details
- Response to Key Selection Criteria
- Completed Application for Employment Form available from [www.ermha.org](http://www.ermha.org)
- Resume/CV with copies of qualifications
- Three Contactable Referees

Please address all applications to:

Ms Donna Kealy  
Human Resources & Admin Assistant, Ermha Ltd.  
67 Robinson Street  
Dandenong Vic 3175  
Or email: [employment@ermha.org](mailto:employment@ermha.org)

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