

## Peer Support Worker MENTAL HEALTH

<b>TITLE</b>	Peer Support Worker
<b>DIVISION</b>	Mental Health Services
<b>REPORTS TO</b>	Service Coordinator Mental Health
<b>SALARY DETAILS</b>	SCHCDSI Award 2010, Level 3
<b>SALARY RANGE</b>	\$52,710.28 - \$56,516.36
<b>DATE OF DOCUMENT</b>	July 2017

### THE ROLE

Under the direction of the Coordinator Mental Health Services, this position assists people with serious and persistent mental illness on their journey of recovery through the delivery of a community based Individual Advocacy service. The role of the Peer Support Worker is to assist referred clients on a one-to-one basis. They assist the client through individualised and/or group activities to manage their wellbeing and work towards their recovery goals, with a strong focus on independent living skills.

#### Direct reports:

- Nil

#### Indirect reports:

- Nil

### AGREEMENT

OCCUPANT	GENERAL MANAGER – MENTAL HEALTH
(signature)	(signature)
<b>Name:</b>	<b>Name:</b>
<b>Date:</b>	<b>Date:</b>

### KEY RESULT AREAS

<b>Area 1: Program Development</b>	<p><i>Expected Deliverables Include:</i></p> <ol style="list-style-type: none"> <li>1. Contribute to identifying individual needs</li> <li>2. Monitor program deliverables against contractual requirements and consumers' needs</li> <li>3. Contribute to reports as required for funding bodies and/or external stakeholders</li> <li>4. Networking as required with external and internal stakeholders</li> </ol>
<b>Area 2: Client Services</b>	<p><i>Expected Deliverables Include:</i></p> <ol style="list-style-type: none"> <li>1. Develop, implement and review client support and action plans in collaboration and consultation with relevant stakeholders</li> <li>2. Plan and implement individual and group activities in collaboration with clients and other stakeholders</li> <li>3. Establish and maintain positive relationships with clients and their significant others</li> <li>4. Provide advocacy, information and resources to assist clients meet their physical and health needs</li> <li>5. Maintain contact with key mental health professionals</li> <li>6. Respond to and manage crisis in collaboration with relevant health professionals</li> </ol>
<b>Area 3: Staff Management</b>	<p><i>Expected Deliverables Include:</i></p> <ol style="list-style-type: none"> <li>1. Contribute to the recruitment, selection and peer support of new staff</li> <li>2. Conduct job-specific inductions</li> <li>3. Mentor trainees and volunteers</li> <li>4. Contribute to formal and informal staff recognition arrangements</li> </ol>
<b>Area 4: Program Administration</b>	<p><i>Expected Deliverables Include:</i></p> <ol style="list-style-type: none"> <li>1. Ensure client documentation is current and maintained (hard and soft copy)</li> <li>2. Input relevant service data including case notes daily</li> <li>3. Monitor program compliance with organisational and service policies and procedures</li> <li>4. Maintain accurate and detailed case notes</li> <li>5. Record outcome progress for each client</li> </ol>
<b>Area 5: Workplace Environment</b>	<p><i>Expected Deliverables Include:</i></p> <ol style="list-style-type: none"> <li>1. Foster and promote a collaborative team environment within the workplace</li> <li>2. Enact and promote Rise's values and ethos in all behaviour, relationships and communication</li> <li>3. Demonstrate a commitment to quality, continuous improvement, occupational health and safety and risk management.</li> </ol>
<b>Area 6: Self- Development</b>	<p><i>Expected Deliverables Include:</i></p> <ol style="list-style-type: none"> <li>1. Maintain professional development</li> <li>2. Attend training/development sessions as required</li> <li>3. Identify and access support as required</li> <li>4. Manage own time and priorities</li> </ol>

### **SELECTION CRITERIA**

#### Qualifications and Experience:

This position requires a detailed knowledge and understanding of the policies, practices and statutory requirements of work within the mental health sector. Prerequisites include:

- Qualification in Community Services Certificate 3 Mental Health (minimum) and/or qualification in a relevant related discipline or working towards the qualification and/or relevant experience.
- Experience as a client of a mental health service.
- An understanding of the Mental Health National Standards and Quality Management Frameworks.
- Experience in working in the Mental Health Recovery Model Framework.
- Experience in working with vulnerable clients with a focus on mental wellness.

#### Skills and Knowledge:

- An understanding of the Mental Health Recovery Model.
- Ability to work positively within team environment and to work with minimal supervision
- Well developed communication and interpersonal skills with the ability to work with families, advocates and others as required
- Good time management and ability to prioritise own workload
- Computer competency and experience with data base usage
- A demonstrated understanding of current trends within the mental health sector including the recovery model
- Ability to prioritise in a crisis situation
- Demonstrated understanding of independent living skills

### **APPOINTMENT CRITERIA**

- Current National Police Check
- Current C class driver's licence
- Working with Children's Check