



## Position Description

<b>Position</b>	Peer Support Worker
<b>Salary</b>	Dependent on qualifications, skills and experience
<b>Reports to</b>	East Gippsland Team Leader
<b>Supervises</b>	N/A
<b>Conditions of Services</b>	In accordance with the Social, Community, Home Care, Disability Services Award, 2010
<b>Status</b>	To be negotiated
<b>Location</b>	Bairnsdale

## Organisational Information

**within** Australia Inc., formerly known as SNAP Gippsland Inc. is committed to excellence, equity and quality in mental health. It achieves this by developing collaborations that generate hope, meaning, self-identity, and responsibility. Established in 1992, **within** is a leader in Psychosocial Rehabilitation Support and Recovery oriented services. We aim to have planned, systematic, evidence-based and best practice approaches to all that we do.

**within** Australia:

- assists people with mental health problems to manage their own illness experience and motivate them to set goals and lead satisfying and fulfilling lives
- receives funding from the Victorian and Federal Government to deliver Mental Health Community Support Services: Individualized Client Support Packages, Planned Carer Respite services, Mental Health Support for Secured Tenancies, Partners in Recovery and the East Gippsland Mental Health Initiative
- has 4 service outlets which are located in Bairnsdale, Sale, and Leongatha and Orbost
- Employs approximately 50 full and part-time staff
- is governed by a community based Board of Governance
- has a history of delivering programs that offer a point of difference
- has adopted four research validated models of service as the agency's method of intervention. The *Collaborative Recovery Model (CRM)* and *Flourish* both have been developed by the University of Wollongong; the *Optimal Health Program (OHP)* has been developed by Healthmaps (formerly

Developed : March, 2017  
Version No: 2  
Review Date: March 2018

Authorised By: A/ Business Services Leader  
Developed By: Chris McNamara

Frameworks for Health) and *Action over Inertia* developed by Terry Krupa and colleagues, Queens University, Ontario, Canada. **within** has research partnership agreements with Healthmaps and the University of Wollongong.

- actively participates in research
- has been awarded four Australian and New Zealand Mental Health Service Awards since 2007
- is an equal opportunity employer

For further information see website [www.withinaustralia.org.au](http://www.withinaustralia.org.au)

**Our Key Values:** Equity, Honesty, Respect, Integrity, Quality, Excellence , Transparency, Leadership, People – centred, Possitive anticipation, Success.

### Expectations of All Staff:

1. Uphold **within's** Vision, Mission and Values and seek ways in which to add value to the organisation.
2. Operate within the formal delegations framework of the organisation and in accordance with organisational policies, procedures and guidelines.
3. Ensure that the CEO is well informed about **within's** business.
4. Maintain a high level of discretion and confidentiality.
5. Develop and maintain effective and professional working relationships with stakeholders and colleagues.
6. Ensure the maintenance of a safe working environment for clients, staff, contractors and visitors. If a work safety issue is identified it is reported urgently to Business Services.
7. Participate in the organisation's CQI related activities and processes.

### Service Aim:

To deliver high quality individualised psychosocial, recovery oriented service to people with a severe and persistent mental illness to enable them to live a satisfying life in their community.

### The Purpose of the Role:

People with a lived experience of mental illness play an important and valued role in **within's** service configuration and in the recovery outcomes of our clients. The role of Peer Support Worker is a newly developed role that combines the duties and responsibilities of both Peer Worker and Recovery Support Assistant.

The Peer Support Worker works alongside and under the guidance of the Recovery Support Workers to engage in both direct work with clients and in indirect work that supports their work with clients. The main types of direct work are; connecting to community resources, relationship building, group program facilitation, skill building in areas of daily living, mentoring and self-esteem building.

The indirect work encompasses group planning and development, administration, team communication, participation in supervision and coaching, information gathering and verification.

Experience, approach, presence, role modelling, collaboration, challenge, and compromise can be seen as the tangible enactments of the Peers' philosophy of work.

### Primary Resonsibilities and Tasks:

1. To deliver the Optimal Health Program, Action over Inertia and Flourish Program to clients of **within** Aust. Inc. and maintain the fidelity and integrity of these evidence-based models of care.
2. To participate in service quality improvement activities such as undertaking exit interviews and surveys in relation to the client's experience of **within's** services
3. To provide orientation to **within's** services for new clients and participate in initial client assessments if required.
4. To engage, include and encourage the participants of **within's** programs
5. Undertake routine activities of a support nature under the guidance of a Recovery Support Worker
6. To participate in forums to provide a consumer perspective within governance committees and other relevant internal and external meetings and forums.
7. To participate in program planning and service development activities.
8. To be well presented, prepared and punctual
9. To seek coaching and supervision on a regular basis
10. To produce quality client notes and record them on **within's** Client Information System in accordance with **within's** policies and procedures.
11. To maintain the Quarterly Data Collection requirements which includes accurate recording of contact hours.
12. To be well informed and up to date in regard to **within's** protocols, policies and procedures.
13. Participate and assist in the initiation, update and maintenance of policies and procedures, continuous quality improvement and strategic planning processes.
14. To carry out other duties as negotiated

### Key Selection Criteria – skills, knowledge and experience:

**To be successful in this position, applicants must be able to demonstrate the following:**

1. A genuine respect and commitment to improving the quality of life of people with mental health problems.
2. A developing understanding of the Social and Model of Health and Recovery
3. To have had a lived experience of mental illness and recovery along with a strong personal philosophy that reflects the elements of Recovery
4. To have good listening and analytical skills
5. Excellent communication and presentation skills in both group and individual settings
6. A resilient person with a positive, hopeful attitude
7. A clear understanding of mental health issues and of the disabilities associated with mental illness.
8. Ethical work practices and good personal boundaries.
9. Well-developed organisational skills.
10. Excellent verbal and written communication skills. Computer literacy in Microsoft Applications 2013 (Word, Email, Internet etc.)
11. Commitment and proven ability to work collaboratively within teams, organisations and with other agencies.

12. A working knowledge of the relevant legislation and service standards, such as the Mental Health Act 2014, National Mental Health Service Standards, 2010, Health and Community Service Standards, Information Privacy Act and Health Records Act.

## Requirements of the Position

### **Qualifications, Registrations**

- A 'lived experience' of mental illness
- Preferred Cert IV in Training and Assessment
- Current police check and working with children check
- A declaration of any pre-existing health issues and any unresolved work cover matters that may impact on the ability to perform the duties as required.
- Maintenance of a current Victorian driver's licence

### **Performance Standards:**

Performance will be measured by:

- Agreed performance appraisal objectives.
- The extent to which position and responsibilities are achieved.
- The degree of professionalism, flexibility displayed.
- Reliability, quality and courteousness of service delivered.
- Effective teamwork

### **Applications:**

An application addressing each of the Key Selection Criteria plus a current Resume detailing the names and contact details of 2 professional referees (supervisor / manager in a current and immediate past position) and addressed to: Monique Cunningham, Acting Business Services Leader, PO Box 635, BAIRNSDALE VIC 3875, or email to [businessservices@withinaustralia.org.au](mailto:businessservices@withinaustralia.org.au), by 5pm, Wednesday 21 March, 2018.

**Please note that applications cannot be considered unless each of the Key Selection Criteria is addressed. Faxed applications will not be accepted.**

Applicants will then be short-listed for interview. Referees will be contacted post interview. All applicants will be notified of the outcome of their application.