

## POSITION DESCRIPTION

POSITION INFORMATION	
<b>Position Title:</b>	Mental Health Peer Support Worker
<b>Position Term:</b>	Fixed term
<b>Hours:</b>	0.8 EFT
<b>Agreement:</b>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement (2017)
<b>Location:</b>	Inspiro currently has sites at Lilydale and Belgrave. Your employment is not site specific. The position may be based at Lilydale, Belgrave or outreach sites and you may be required to work across sites and within the community, according to the needs of the program as determined by your Line Manager.
<b>Team:</b>	Mental Health & Family Services
<b>Reports To:</b>	Clinical Operations Manager – Mental Health & Family Services
<b>Date:</b>	May 2020

### ABOUT INSPIRO

Inspiro is a local, not-for-profit health service providing allied health, counselling, dental and health promotion services to the Yarra Ranges community.

#### Our Vision:

Inspiring healthier lives. Our vision is to inspire as many people as we can to identify and achieve their own health goals.

#### Our Values:

*Friendly:* we offer a welcoming and accessible place where people are treated with respect and dignity.

*Client centred:* We support the right of each individual to set their own health goals and actively work alongside and empower people to reach them.

*Local:* we provide a strong community membership, board and workforce which keeps us grounded on what is important for clients.

Our work environment is based around the workplace values of respect, recognition, collaboration, openness, integrity and empowerment.

## **POSITION SUMMARY**

Inspiro is partnering with Access Health & Community, Carrington Health and Oonah Belonging Place to deliver the Outer East Mental Health Stepped Care Program funded by Eastern Melbourne Primary Healthcare Network (EMPHN).

The Mental Health Peer Support Worker will use their own lived experience of mental ill health and recovery to provide support for consumers in the Mental Health Stepped Care program. The Mental Health Peer Support will work as a part of the multidisciplinary Stepped Care team to provide one-on-one and group-based support to consumers. Support may be provided over the phone, via telehealth, in person or via community outreach.

## **POSITION RESPONSIBILITIES AND DUTIES**

### **DIRECT SUPPORT**

- Provide one-on-one peer support and information to individuals, carers and families who have experienced mental health concerns
- Use your own lived experience of mental ill health and recovery to provide hope, information, support, and advice to consumers
- Encourage and facilitate referrals for consumers into internal and external services, and support consumers to access online supports where appropriate
- Engage with people in the local community who may be at risk of mental health concerns or who find it difficult to access/engage with services
- Develop and co-facilitate Peer Support Group programs for people with mental health concerns
- Provide services face-to-face (in the clinic and in the community/outreach) and via telehealth
- Participate in shared care with internal and external services, including attendance at care team meetings and clinical reviews
- Work within the scope of practice defined for the role and as agreed with line manager

### **PARTNERSHIPS AND NETWORKING**

- Work closely with other Peer Support Workers at Inspiro and partner agencies
- Participate in the Eastern Peer Support Network or other relevant peer support networks
- Develop strong community and sector connections to support improved participation in the peer support program
- Actively participate and work collaboratively with the Stepped Care multidisciplinary team, partner organisations and with other key stakeholders to support consumers
- Develop and maintain appropriate networks and resources to enable the referral of consumers to broader community services
- Participate in the 'community of practice' with other Stepped Care clinicians
- Represent the service as required in a professional and ethical manner

### **TEAMWORK AND PROFESSIONAL DEVELOPMENT**

- Be committed to ongoing professional development and undertake annual mandatory training.
- Participate in the creation of a culturally safe environment for staff, clients and the community in line with Inspiro's commitment to cultural diversity and inclusiveness

- Ensure Inspiro’s services are accessible, client focused; developed, delivered and evaluated in partnership with our diverse communities.

### **QUALITY, SAFETY, REPORTING AND CLINICAL GOVERNANCE**

- Participate in regular clinical supervision, which includes self-reflection, self-care and identification of needs
- Participate in regular staff meetings, operational (line management) supervision and professional development
- Inform the Line Manager when duty of care or risk issues arise
- Demonstrate good insight into your own mental health and well-being, and seek support as required
- Maintain professional boundaries with consumers and follow up any challenging or concerning issues with the Line Manager
- Conduct a Collaborative Care Plan review with all consumers at least every three months
- Record clinical notes, client contacts and outcome measures in electronic databases and reporting systems as required
- Ensure all procedures and policies are followed to support safe and effective service delivery (including occupational health and safety standards) and participate in quality improvement where required
- Participate in quality and service improvement activities to continually improve consumer care
- Ensure all legislative requirements (including those relating to mandatory reporting) are followed, and all clinical and OH&S incidents are accurately and promptly reported in the VHIMS Central database
- Maintain a professional code of conduct and participate in on-going professional development in accordance with annual work plans
- Assist in the general review and evaluation of the peer support and Stepped Mental Health programs at Inspiro
- Participate in other program development and project work as required
- Contribute to the team and participate in a supportive team culture
- Contribute to the planning, monitoring and evaluation of the services at Inspiro

### **WORKPLACE HEALTH AND SAFETY**

- Comply with best practice infection control guidelines.
- Comply with all OHS guidelines and contribute expertise when required, to maximizing the safety of staff and clients of the organisation.

### **PERFORMANCE OBJECTIVES AND INDICATORS**

#### **Performance Targets**

- Ensure that service targets and KPIs are met
- Collect and share relevant information about consumers in compliance with relevant legislation and program guidelines

#### **Practice Framework**

- Compliance with Inspiro policy and procedures
- Compliance with documentation and data reporting requirements

- Compliance with file audits and peer review

Performance objectives and indicators will be discussed with your manager and a workplan developed.

## **KEY SELECTION CRITERIA**

### **Qualifications, knowledge and experience**

- Identify as having a lived experience of mental ill health and demonstrate current stability in your recovery
- Completion of relevant peer support/peer facilitation training, such as the SHARC Lived Experience Applied (LEAP) training, Cert IV in Peer Work, or similar
- Experience and confidence to co-facilitate a peer support group, identify any risk issues and seek support from clinical staff where required
- Experience and confidence to work one-on-one with consumers to provide support, information and assistance in relation to their recovery goals
- Understanding of the Intentional Peer Support model and its use in mental health services

### **Key skills and attributes**

- Be willing to effectively, respectfully and appropriately use your lived experience of mental health issues in your everyday work
- Understanding principles of clinical risk, confidentiality, and rights and responsibilities of consumers within a community health context
- Well-developed interpersonal and communication skills and the ability to work as part of a team
- The ability to work respectfully and creatively with a diverse populations, including Aboriginal and Torres Strait Islanders, the LGBTIQ community and people from culturally and linguistically diverse backgrounds
- Experience with information and communication technology, including desktop computers, word processing, spreadsheet and database software packages
- Current Victorian Driver's Licence and ability to drive a range of vehicles as required.
- Current Working with Children Check valid for employment purposes

Employment is subject to a police check. Persons who have worked overseas may be required to obtain an international police check.

## **ACKNOWLEDGMENT**

I acknowledge and agree with the above position description.

Signed:

Employee Name:

Date: