



## Employee Position Description

Position Details		
<b>Position Title:</b> headspace Peer Support Worker	<b>Department:</b> Youth, Family and Carer Wellbeing	<b>Agreement:</b> Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
<b>Reports To:</b> Manager headspace	<b>Location:</b> headspace Hawthorn, headspace Malvern, headspace South Melbourne and may be required to move across other AccessHC sites	
<b>Direct Reports:</b> Nil	<b>Employment Status:</b> Permanent Part Time (0.6 EFT and 2 x 0.8 EFT)	<b>Classification:</b> SACS Level 3 PP 5 to Level 4 PP 1 (Dependant on experience)
Position Primary Purpose		
<p>We acknowledge people in our communities with a lived experience of mental health, drug and alcohol concerns and suicide, and those who care for them when they need it. We respect and value their generous contributions which teach us, and guide us to continually shape, reflect upon and deliver quality care, from a lived experience perspective.</p> <p><b>Organisation Background:</b> AccessHC is a community health service operating predominantly in the Cities of Boroondara, Manningham, Yarra Ranges and Yarra offering a range of medical, health and community services. AccessHC is a not-for-profit organisation with caring at its centre. Employing over 550 staff, our mission is to build healthier lives together with our communities and deliver excellent health services for all. A high priority is placed on improving the quality of our clients' lives, through health education, health promotion and the delivery of integrated services. Whilst most services are provided through funding from Federal and State Government programs, private practitioners also operate at the clinical sites.</p> <p>headspace provides early intervention mental health services to young people aged 12 to 25. Peer workers at headspace use their life experience, experience of mental health and wellbeing challenges and help-seeking to support young people in their recovery. Peer workers provide inclusive, open and appropriate support to young people accessing or considering connection to headspace services. Peer workers empower young people to have a voice and choice in their healthcare. Peer workers may also work with the service and other involved agencies to advocate with young people. Being a peer worker means drawing on your lived experience in the everyday duties of your work, in a safe and supported way. This may include sharing parts of your lived experience of help-seeking and recovery when supporting young people.</p>		

For young people seeking support, the initial contact with services is a crucial part of their help-seeking process. The headspace Peer Support Worker will be the first point of contact to engage young people, carers, family and friends with headspace, ahead of the first appointment.

The Peer Support Worker will work in an authentic, empathetic way to ensure that young people's experience of initial contact with headspace is positive and engenders feelings of welcome hope and empathy.

The headspace Peer Support Worker will work as a part of the multidisciplinary headspace team to provide one-on-one and group-based support to young people aged 12-25 years at headspace. The headspace Peer Support Worker will work closely and collaboratively with clinical and other staff to support young people in a way that is welcoming, responsive and flexible. The Peer Support Worker will use their own lived experience of mental ill health and recovery to support young people and their family/friends, using the Intentional Peer Support Framework.

Support may be provided in person or via telehealth. The position is based on site at headspace. Some off site and after-hours work may be required.

Decision Making Authority	Key Relationships
<p><b>Decisions made independent of Manager</b></p> <ul style="list-style-type: none"><li>• As per AccessHC Delegation of Authority</li></ul>	<p><b>Internal</b></p> <ul style="list-style-type: none"><li>• Team members at headspace including mental health clinicians, reception, GPs, community engagement workers, senior peer support officer, senior clinicians, management and in-kind service providers</li><li>• Staff within the Mental Health and Alcohol and Other Drug (AOD) portfolio at AccessHC</li><li>• GPs and nurses</li></ul> <p><b>External</b></p> <ul style="list-style-type: none"><li>• Young People, Families and friends</li><li>• headspace Consortium partners</li><li>• headspace National</li><li>• Community agencies, schools/universities, Child Protection, youth services and other relevant agencies</li><li>• GPs and other health professionals</li><li>• Tertiary mental health services</li><li>• Local headspace services including headspace Syndal, headspace Elsternwick and headspace Bentleigh</li></ul>

Key Accountabilities	
Focus Areas	Responsibilities
<b>Direct Service Delivery: Evidence-Informed Peer Support Services</b>	<p>The Peer Support Worker will;</p> <ul style="list-style-type: none"> <li>• Provide non-clinical initial contact support to engage young people with headspace</li> <li>• Collect contact and health information and register client on hAPI</li> <li>• Book client into the first appointment.</li> <li>• Answer calls, respond to inquiries and provide information to young people, family, friends and other agencies</li> <li>• Screen for eligibility, recognise and have an awareness of risk and safety concerns and demonstrate an understanding of when risk needs to be escalated, follow risk escalation process and liaison with Senior Clinician regarding risk/safety concerns</li> <li>• Provide support to young people who are on a waitlist for other services at headspace</li> <li>• Apply culturally safe and trauma informed principles in practice</li> <li>• Provide one-on-one and group-based peer support to young people aged 12-25 years at headspace</li> <li>• Use your own lived experience of mental health and recovery to provide hope, information, support and advice to young people and their family/friends</li> <li>• Encourage and facilitate referrals for young people into internal and external services, and support young people to access online supports where appropriate</li> <li>• Encourage young people to participate in collaborative shared care, which includes (but not limited to): participation in care team meetings, development of collaborative care plans, sharing information with care team members and involving their family/friends in their care plan where appropriate</li> <li>• Engage with young people in the local community who may find it difficult to access/engage with services, including headspace priority populations</li> <li>• Develop and co-facilitate group support programs for young people aged 12-25 years</li> <li>• Participate in shared care with internal and external services, including attendance at care team meetings and clinical reviews</li> </ul> <p>Work within the scope of practice defined for the role and as agreed with the manager</p>
<b>Networks, Liaison and Partnerships</b>	<ul style="list-style-type: none"> <li>• Actively participate and work cooperatively within the multidisciplinary team, collaborative partner organisations and with young people, family/friends, referrers and other stakeholders</li> <li>• Participate in local peer support networks</li> <li>• Develop and maintain appropriate networks and resources to enable the referral of young people to broader community services</li> <li>• With support from the Community Engagement Worker and other headspace staff, provide information sessions to the community as required</li> <li>• Encourage links, participation and on-going involvement between young people and their extended networks</li> <li>• Work within a systemic and family-inclusive framework to support systems/families so the young person can be supported in their environment</li> </ul>

	<ul style="list-style-type: none"> <li>• Represent headspace and AccessHC on relevant networks and committees as required in a professional and respectful manner</li> </ul>
<b>Quality, Reporting and Clinical Governance</b>	<ul style="list-style-type: none"> <li>• Participate in regular discipline specific Peer Support Worker supervision and operational (line management) supervision as directed by the Team Leader/ Manager</li> <li>• Work within the scope of practice defined for the role and as agreed with the manager</li> <li>• Participate in ongoing Professional Development</li> <li>• Participate in team meetings, case review meetings and reflective practice</li> <li>• Participate in regular individual and group discipline specific Peer Support Worker supervision, which includes self-reflection, self-care and identification of needs</li> <li>• Inform the Senior Clinician or Manager when duty of care or risk issues arise</li> <li>• Demonstrate good insight into your own mental health and well-being, and seek support as required</li> <li>• Maintain professional boundaries with young people and follow up any challenging or concerning issues with the Senior Clinician or Manager</li> <li>• Develop practice knowledge and expertise through active learning within the team, and by engaging in professional and service development activities, as outlined in the Individual Workplan and negotiated with the Manager</li> <li>• Ensure files are maintained to a high standard to facilitate best practice, safety and accountability</li> <li>• Ensure all occasions of service, outcomes and other reporting requirements are documented within required timeframes to a high standard</li> <li>• Comply with data collection standards, including use of hAPI</li> <li>• Participate in quality and service improvement activities to continually improve care, including service accreditation and the headspace Model Integrity Framework (hMIF) audits</li> </ul>
<b>AccessHC Values</b>	<p>Through actions and behaviour, demonstrate AccessHC values of:</p> <ul style="list-style-type: none"> <li>• Equity</li> <li>• Collaboration</li> <li>• Respect</li> <li>• Quality</li> <li>• Innovation</li> </ul>
<b>Governance and Compliance</b>	<ul style="list-style-type: none"> <li>• Act in accordance with AccessHC's policies, procedures and code of conduct, including the Child Safety Code of Conduct and the MARAM Family Violence Framework</li> <li>• Deliver services in accordance with the headspace National framework and the headspace Clinical Practice Manual</li> <li>• Maintain updated and valid credentials in accordance with relevant legislation, professional body, registration and industry requirements as applicable to the position</li> <li>• Participate in mandatory training requirements to support the delivery of a safe and effective service</li> <li>• Other relevant duties as negotiated with management</li> </ul>

<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"><li>• Act in accordance with health and safety policies and procedures at all times.</li><li>• All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.</li></ul>
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Selection Criteria	
<p><b>Mandatory selection criteria items</b></p> <ul style="list-style-type: none"> <li>• Police Check</li> <li>• International Police Check - if lived overseas for more than twelve months in past ten years</li> <li>• Working With Children Check</li> <li>• Driver's Licence - preferred</li> </ul> <p><b>Key selection criteria items</b></p> <ul style="list-style-type: none"> <li>• Identify as having a lived experience relating to your mental health, demonstrate current stability in your journey of recovery and be willing to purposely, respectfully and appropriately use your lived experience of mental health issues in your role</li> <li>• Completion of, or enrolment in relevant Peer Helper/ Peer Facilitation training, such as, Cert IV in Peer Support, an accredited Intentional Peer Support Program or similar</li> <li>• At least two years' experience delivering peer support services in a paid or volunteer capacity (experience working with young people is preferred)</li> <li>• Experience and confidence to co-facilitate a peer support group, identify any risk issues and seek support from clinical staff where required</li> <li>• Experience and confidence to work one-on-one with young people to provide support, information and assistance in relation to their recovery goals</li> </ul>	<p><b>Attributes we value</b></p> <ul style="list-style-type: none"> <li>• Experience in speaking at or delivering community education or community engagement events</li> <li>• Understanding of the Intentional Peer Support model and its use in mental health services</li> <li>• An approach that aligns with trauma-informed care principles of welcome, hope and empathy when working with young people and their family/friends</li> <li>• Genuine interest and passion working with young people</li> <li>• Ability to work with young people across the 12–25-year age group</li> <li>• Understanding awareness of risk and safety concerns and demonstrate an understanding of when risk needs to be escalated</li> <li>• Understand confidentiality, and rights and responsibilities of consumers within a community health and youth services context</li> <li>• Well-developed interpersonal and communication skills</li> <li>• Demonstrated ability to work creatively and respectfully with young people from a diverse range of social, cultural and ethnic backgrounds, including LGBTIQ+, culturally and linguistically diverse, and Aboriginal and Torres Strait Islander communities</li> <li>• Demonstrated ability to work independently and in a team environment</li> <li>• Sound computer skills, proficiency in the use of Microsoft Office and other software programs</li> <li>• The ability to manage wellbeing including the identification of strategies for managing wellbeing whilst working.</li> <li>• Demonstrated behaviours consistent with AccessHC values</li> </ul>
<p>Access Health and Community (AccessHC) is a Child Safe Organisation that values inclusivity and diversity. We encourage applications from people with disabilities, those with lived experience of mental health and/or alcohol and other drugs (AOD) challenges, and those with diverse genders and sexualities.</p> <p>At AccessHC, our vision for reconciliation is an Australia where Aboriginal and Torres Strait Islander peoples experience equitable health and social outcomes. Our Reflect Reconciliation Action Plan (RAP) will contribute to achieving reconciliation. We will seek an understanding of and acknowledge histories and injustices, support the active expression of culture, build strong, trusting relationships, and apply culturally appropriate practices within our work.</p> <p>We will work in partnership with Aboriginal and Torres Strait Islander peoples to create a welcoming and safe place for everyone at our services. AccessHC acknowledges the Traditional Owners of the land on which we work. We pay our respects to the Elders past, present, and future, and extend that respect to other Aboriginal and Torres Strait Islander people and we acknowledge that sovereignty was never ceded.</p>	

As a vaccine positive organisation, we encourage COVID-19 vaccinations and require successful applicants to undergo a Working With Children Check, Police Check and potentially an International Check.

### Authorisations

**Employee Name:**

**Signature:** \_\_\_\_\_

**Date:**    /    /

**Manager Name:**

**Signature:** \_\_\_\_\_

**Date:**    /    /