



Employee Position Description

Position Details		
Position Title: Mental Health Peer Support Worker	Department: Mental Health	Agreement: Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Reports To: Team Leader Mental Health	Location: Based onsite at Hawthorn or Doncaster, with requirement to travel for some outreach work	
Direct Reports: Nil	Employment Status: Permanent Part-Time 0.8EFT	Classification: SACS Employee Level 4 Pay Point 1 (Welfare Worker)
Position Primary Purpose		
<p><i>“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.”</i></p> <p>Organisation Background: AccessHC is a community health service operating in the Cities of Boroondara, Manningham and Yarra offering a range of medical, health and community services.</p> <p>AccessHC is a not-for-profit organisation with caring at its centre. Employing over 300 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 the majority of services are provided through funding from Federal and State Government programs, private practitioners also operate at the clinical sites.</p> <p>AccessHC maintains the following values:</p> <ul style="list-style-type: none">• Collaboration – We work together to achieve our goals• Respect –We work with courtesy, empathy and encourage inclusiveness and sharing of ideas• Equity – We believe everyone is entitled to good health• Innovation – We drive innovation for better care• Quality – We strive to be the best at what we do <p>AccessHC: Mental Health Services</p>		

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

AccessHC has a diverse and growing mental health service, which includes the Stepped Care Mental Health program, mental health services for adults, youth mental health services (headspace Hawthorn, Malvern, and South Melbourne) and alcohol and other drug services. The broader Mental Health team at AccessHC provides a range of community-based mental health services including intake and brief intervention, counselling, care coordination, peer support, mental health nursing and group programs. Funding includes community health counselling, fee-for-service, NDIS and Stepped Care funding streams.

This position is based within the Steps Mental Health team, who provide services to clients across the life span, primarily supporting adults. Stepped Care Model is an evidence-based, staged system of care, comprising a range of help and support options of varying intensity to match the level of need and complexity of the conditions being experienced by any given consumer.

The **Mental Health Peer Support Worker** provides practical and emotional support for clients managing mental health and co-occurring issues. This role provides the opportunity to share your experiences of recovery to engage and empower participants, their families, clinicians and the community to ultimately improve outcomes for clients and families/loved ones engaged in Mental Health services at Access Health and Community.

This role provides the opportunity to:

- Intentionally and safely share your lived and/or living experience of recovery
- Offer a welcoming, hopeful, and empathetic approach working alongside others in their recovery journey
- Engage and empower participants, their families, clinicians and the community to better understand the lived experience perspective
- Work as part of a multidisciplinary team within a supportive, inclusive, and diverse workplace.

This role consists primarily of one-to-one work with clients, but may also involve some group facilitation and outreach work.

The Peer Support Worker will play an integral role in the wider Mental Health team at AccessHC. The position will be based onsite at Access Health and Community (AccessHC) at our Hawthorn and/or Doncaster site. There will be a requirement to travel to other sites across Access Health and Community.

Decision Making Authority	Key Relationships
<p>Decisions made independent of Manager</p> <ul style="list-style-type: none"> • Formulation of peer support group programs and resources 	<p>Internal</p> <ul style="list-style-type: none"> • Engage in regular group and individual reflective practice supervision with Senior Peer Support Worker • Engage in regular operational supervision with Team Leader Mental Health • Collaborate with wider Mental Health team to input into shared care practices for clients with complex needs and co-occurring conditions • Maintain professional and collaborative internal relationships with AccessHC Mental Health and intake team, and AOD peer support workers <p>External</p>

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	<ul style="list-style-type: none"> Engage with referrers and referring organisations where appropriate to support clients Participate in relevant networks, including SHARC Peer Support Network
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Key Accountabilities	
Focus Areas	Responsibilities
Direct client work	<ul style="list-style-type: none"> Establish professional peer relationships with clients referred to the service Contributing to client care planning and discharge planning Participate in care team meetings and consultations Promote autonomy, empowerment, self-advocacy for client Establish and maintain professional boundaries Escalate issues of concern to line manager as required, such as risk, OH&S issues Welcome clients presenting with complex needs, including co-occurring AOD & mental health issues
Operational requirements	<ul style="list-style-type: none"> Complete clinical progress notes in a timely manner Adhere to data entry requirements e.g. completion of K10s Meet required KPIs Complete incident reports Manage own caseload and calendar/appointments Familiarity with TrakCare (desirable)

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Key Accountabilities	
Focus Areas	Responsibilities
Group program delivery	<ul style="list-style-type: none"> Establish and facilitate mental health peer support groups where appropriate Develop and deliver content for closed, therapeutic or psychoeducation peer groups as required Lead or co-facilitate open and closed groups for individuals or families Assist in the general review and evaluation of the group programs Develop strong community and sector connections to support improved participation in group programs
Community Engagement and Networking	<ul style="list-style-type: none"> Attend external Mental Health services (such referring organisations) to deliver peer support and education sessions on AccessHC Mental Health programs Where relevant, attend community development forums and participate in community development activities
Integration with Access Health & Community	<ul style="list-style-type: none"> Actively participate and contribute to AccessHC service integration activities as requested by the Manager Mental Health. Represent the service as required in line with AccessHC values.
AccessHC Values	<ul style="list-style-type: none"> Through actions and behaviour, demonstrate AccessHC Values of: <ul style="list-style-type: none"> Equity – <i>We believe everyone is entitled to good health</i> Collaboration – <i>We work together to achieve our goals</i> Respect – <i>We work with courtesy and include others</i> Innovation – <i>We drive innovation for better care</i> Quality – <i>We strive to be the best at what we do</i>

Selection Criteria

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<p>Mandatory selection criteria items</p> <ul style="list-style-type: none"> • Police Check • International Police Check (<i>If worked overseas in the past 10 years</i>) • Working With Children Check • Driver's Licence <p>Qualifications, training, and experience</p> <ul style="list-style-type: none"> • Identify as having lived experience of mental ill health (+/- substance use/dependence) and demonstrate current stability in your recovery • Completion of, or enrolment in relevant Peer Helper/Peer Facilitation training, such as the SHARC Peer Helper or Peer Support training, Cert IV in Peer Work, or similar • Be willing to effectively, respectfully and appropriately use your lived experience of mental health issues in your role • Experience and confidence to work one-on-one with consumers to provide support, information and assistance in relation to recovery goals • Experience and confidence to co-facilitate a peer support group, identify any risk issues and seek support from clinical staff where required • Understanding of principles of confidentiality, and rights and responsibilities of clients/consumers within a community health context • Experience in speaking at or delivering community education or community engagement events 	<p>Key skills and attributes</p> <ul style="list-style-type: none"> • Sound computer skills, proficiency in the use of Microsoft Office and other software programs • Strong communication and interpersonal skills • Demonstrated ability to relate to people from a diverse range of social, cultural and ethnics backgrounds • Commitment to continuous quality improvement and health promotion principles • Effective time management and prioritisation skills • Demonstrated ability to work in a team environment • Demonstrated behaviours consistent with AccessHC values • The ability to work respectfully and creatively with a culturally and linguistically diverse client population, including Indigenous Australians, LGBTIQ community and people from culturally and linguistically diverse backgrounds
<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 acknowledging 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 Wurundjeri Woi-wurrung people, who are the Traditional Owners of the land on which we work. We pay our respects to Wurundjeri 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>	

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

Authorisations	
Employee Name: Signature: _____ Date: / /	Manager Name: Signature: _____ Date: / /

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