

## BENDIGO COMMUNITY HEALTH SERVICES

### POSITION TITLE: PEER SUPPORT WORKER – HeadtoHelp Mental Health Team

<b>Award:</b>	To be determined based on qualifications and skills
<b>Classification:</b>	To be determined based on qualifications and skills
<b>Site:</b>	This position is primarily based at our Kangaroo Flat site, however may be required to work from any BCHS site or outreach location as negotiated.
<b>Hours per fortnight:</b>	30.4 hours per fortnight (0.4 EFT)
<b>Tenure:</b>	Fixed term to 13 <sup>th</sup> September 2021
<b>Position description developed:</b>	February 2021
<b>Responsible to:</b>	Team Manager: HeadtoHelp Hub

#### We want (Vision)

Better health and wellbeing across generations.

#### We exist (Mission)

To work hand in hand with our community to achieve healthier lives.

#### We strive for (Values)

- **Integrity**  
We are authentic and accountable, and we honour our obligations.
- **Respect**  
We build respectful relationships through trust, empathy and collaboration.
- **Inclusive**  
We recognise and promote accessible, safe and holistic supports and services as a basic human right.
- **Innovation**  
Through continuous learning, we ensure an agile, responsive and sustainable service.
- **Togetherness**  
We create a sense of connectedness, pride and support through enjoying our work and being passionate about making a difference.

Our pillars	Consumer and Community	Influence	Visible	Sustainable
The change we want to see	People in our community, especially those most in need, have improved health and wellbeing	We use evidence, data and the voice of our community to shape our supports and services	Our service is identified as a quality provider and our people are recognised as leaders	Our sustainability is based on a healthy culture, improved systems, outcomes and growth

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### **The Role of the Team**

The HeadtoHelp team provides a range of services that provides mental health treatment, care and support to a range of clients, including patients, families and carers, General Practitioners and other members of the broader mental health service system. A range of clinical services is provided to clients across all ages. The HeadtoHelp team work alongside existing provided services. Service delivery within the hub includes provision of initial assessment and referral utilising IAR, on-gong assessment, case reviews, consumer referral, educational programs, service liaison, consumer advocacy and other tasks as identified to address consumer needs.

### **Position Role**

The HeadtoHelp Hub team is committed to providing services which are recovery focused, promoting self-determination and collaboration with consumers, families and carers. The Peer Support Worker role will provide a unique lived experience perspective on recovery to enhance clinical mental health service delivery. The Peer Support Worker will offer an optimistic viewpoint to consumers and provide a role model for hope and recovery.

Under the guidance of the Hub Manager and in collaboration with the multidisciplinary team, the Peer Support Worker will provide a high standard of support to consumers. The Peer Support Worker will provide opportunities for consumers to develop meaningful community networks. Role responsibilities will encompass engagement and participation in the clinical team and emotionally and practically supporting consumers to work towards achieving their goals.

### **Position Responsibilities**

The responsibilities of the position are:

- 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 health issues and recovery to provide hope, information, support, and advice to consumers.
- To share ideas about ways of achieving recovery goals, drawing on personal experiences and a range of coping, self-help and self-management techniques.
- 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 hub 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.
- Participate in regular clinical supervision, which includes self-reflection, self-care and identification of need.

### **Key Selection Criteria**

#### **Essential:**

1. Completion of (or willingness to complete) relevant peer support/peer facilitation training, such as the SHARC Lived Experience Applied (LEAP) training, Cert IV in Peer Work, or similar.
2. Identify as having a lived experience of mental health issues and feel confident in your own level of recovery which would enable you to draw upon your lived experience to provide support to consumers.
3. Be willing to use your lived experience of mental health issues effectively, respectfully and appropriately in your everyday work.
4. Experience and/or confidence to co-facilitate a peer support group, identify any risk issues and seek support from clinical staff where required.

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5. Experience and confidence to work one-on-one with consumers to provide support, information and assistance in relation to their recovery goals.
6. Understanding of the Intentional Peer Support model and its use in mental health services.
7. Understand principles of clinical risk, confidentiality, and rights and responsibilities of consumers within a community health context.
8. Current Working With Children's Check.
9. Current drivers licence.

### **Probationary Period**

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

### **Staff Review & Development (SRD)**

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Team Plans and the following Performance Indicators.

#### **Position Performance:**

Demonstrate achievement of negotiated performance indicators specific to your position.

- Relevant KPI's will be set upon appointment and reviewed periodically.
- Demonstrate improvements in business processes that support quality service delivery and financial outcomes.
- Show evidence of positive and productive team and individual management.
- Demonstrate the ability to develop quality partnerships with key internal and external consumers and stakeholders.

#### **Self-Management:**

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.

#### **Communication and Team Work:**

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers.

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values and Strategic Directions.

#### **Administration and Documentation:**

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

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### **Learning:**

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

### **Diversity and Culture:**

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

### **Child Safety**

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **ALL** children to reach their individual potential.

### **Other Essential**

#### **Requirements Staff will:**

- Complete a satisfactory Police Check BEFORE employment is confirmed, the Police Check will be initiated by BCHS.
- Present a copy of your original professional qualifications document or registration (if required).
- Receive and comply with BCHS policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

### **BCHS believes that “Quality is everyone’s business, safety is my responsibility”**

Co-operate with and contribute to BCHS Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

### **Other Information**

- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS has a commitment to environmental sustainability.