

SM Job Description for Peer Support Worker – Head to Health

Date:	11/04/2024
Position Title:	Peer Support Worker
Reports to:	Service Manager
Classification	3 (SCHADS Award)

SECTION 1: PURPOSE OF THIS JOB:

Peer support workers identify as having a lived experience of mental health concerns and/or alcohol and other drug issues, and bring this lived experience to support consumers with their recovery.

SECTION 2: KEY WORKING RELATIONSHIPS

INTERNAL	EXTERNAL
Service Manager	Consumers
Clinical Nurse Consultant	Government and non-government service providers
Allied Health Professionals	WACHS staff
Peer Support Workers	Head to Health Service Providers
WCADS Staff	WA Head to Health Assessment and Referral Phone Service Provider (1800 595 212)
Administration Team	

This job description form (JDF) contains the key outcomes and responsibilities for this position. The JDF provides an indication of overall focus and is not intended to be a complete list of specific tasks and duties.

SECTION 3: KEY OUTCOMES:

1. Support Consumers
2. Administration
3. Other Duties

1. Support Consumers

Statement of Duties

- Provides support services to consumers of the Head to Health service in accordance with the prescribed service model.
- Develops and maintains connection with consumers ensuring establishment of relevant boundaries, with oversight and support from their supervisor.
- Inspires hope and encourages self-empowerment, to assist consumers in navigating their recovery pathway.
- Facilitates discussions with consumers to identify strengths, needs and goals, to assist them in developing their support plan.
- Maintains a high level of respect for people's confidentiality at all times.
- Models and encourages consumers towards self-advocacy.
- Acts as an advocate in support of consumers, which may include reaching into other services when required.
- Provides a 'supportive engagement' for clients who may be anxious about accessing supports.
- Provides information about community resources and services, and where appropriate, links consumers to other support agencies.
- Supports consumers to build and strengthen healthy relationships with family and other support networks, while maintaining a person centred and respectful approach.
- Seeks opportunities to engage with consumer-focused activities to inspire purpose, authenticity and personal growth. (e.g. Consumer Advisory Group).
- Works with the Head to Health team in the development and delivery of the consumer's Recovery Plan.
- Upholds the key principles of the *Lived Experience (Peer) Workforces Framework* by embodying Connection, Authenticity, Diversity, Humanity, Mutuality and Human Rights, within the requirements of this role.
- Ensures that activities delivered reflect good practice standards and are in line with Holyoake's Philosophy, Policy and Procedures.

2. Administration

Statement of Duties

- Works under supervision within defined guidelines and undertakes routine activities requiring the application of skills and knowledge.
- Maintains documentation and records to ensure accountability that complies with legal, policy and contractual requirements.

- Maintains knowledge and understanding of relevant policies and procedures.
- Contributes to the development of policies, procedures, and service development.

3. Other Duties

Statement of Duties

- Attends and contributes to staff meetings and supervision.
- Conducts all activities in compliance with relevant legislation including Equal Employment Opportunity, Occupational Health and Safety, and all policies, procedures and guidelines as determined by Head to Health.
- Participates in Accreditation and quality improvement activities as required.
- Other duties as required.

SECTION 4: AUTHORITY LEVELS:

The Peer Support Worker operates under the general direction of the Service Manager with clinical supervision being provided by the Clinical Nurse Consultant (Clinical Lead).

SECTION 6: COMPETENCY REQUIREMENTS:

SELECTION CRITERIA

Pre-requisites:

- Post-secondary qualification in Peer Work; OR In circumstances where a relevant post-secondary or tertiary qualification is not held, willingness to undertake a Peer Work course approved by Holyoake.
- Lived experience of mental health recovery.
- Where there is also lived experience of alcohol/dug use concerns, to be free of those concerns for a period of two years.

Knowledge and Experience:

- Demonstrated lived experience as a consumer of mental health services and understanding of the challenges involved.
- Understanding of peer support, self-determination, Person Centred Care and the concept of consumer recovery.
- Sound understanding of consumer confidentiality and appropriate conduct.

Skills:

- Ability to manage relationships and establish boundaries.
- The ability to manage one's own mental health concerns and to demonstrate resilience strategies for maintaining good emotional and physical wellbeing that can be shared.
- Ability to communicate one's own experience safely and with purpose encouraging others to share their own experiences with the same understanding.
- Ability to work collaboratively and transparently within a multi-disciplinary clinical team.
- Ability to work within the Holyoake values and philosophy.
- Undertakes training and professional development as required to support safety of themselves and clients in the work they do.
- The ability / willingness to work with Microsoft Office software package including Word, Outlook and Holyoake's Client Management System.

Other:

- Current National Police certificate.
- Current driver's licence.

SECTION 5: ACCEPTANCE OF JOB DESCRIPTION:

Incumbent Name:

Incumbent Signature

Date

Unit Manager:

[Position Title]

Unit Manager Signature

Date

CHIEF EXECUTIVE OFFICER AUTHORISATION:

Signature:

Date: