

## POSITION DESCRIPTION

Issue date: 19 June 2023  
 Reviewed by: Rachel Green (CEO)  
 Approved by: Jessica Hill (GM, Workforce, Inclusion & Enablement)  
 Review date: 9 June 2024

Role:	Telehealth and Digital Peer Support Worker
Employment type:	Maximum term (ending June 30, 2024), full-time/part-time
Department/team:	Service Delivery
Position reports to:	Service Lead
Direct reports:	0
Award classification:	Social, Community, Home Care and Disability Services Industry (SCHADS) Award – Level 3
Location:	Melbourne, VIC / Sydney, NSW
Hybrid working:	<p>Minimum 1 day per week (part-time) or 2 days per week (full-time) in office unless otherwise agreed.</p> <p>Hybrid working days in the office may be increased or adjusted following consultation and as required by your team, manager and the operational requirements of SANE.</p>
Organisation overview:	<p>SANE is Australia's leading NGO for complex mental health. We are a medium-sized organisation (100 people with 60 volunteers) but we are driven, passionate and engaged. Our vision is an Australia where people affected by complex mental health issues live long and fulfilling lives, free from stigma and discrimination.</p> <p>We provide unique mental health services to those most in need, including counselling, peer support, groups, online forums and art programs. In addition, we educate, reduce-stigma, advocate and drive systemic change.</p>
Position contact:	<p>Name: Allison McAleer</p> <p>Position: Manager, Services</p> <p>Email: <a href="mailto:allison.mcaleer@sane.org">allison.mcaleer@sane.org</a></p>

## POSITION PURPOSE

SANE's Telehealth and Digital Peer Support Workers purposefully draw on their lived experience of mental health issues, experience navigating mental health services and skills managing their recovery to offer hope and support people living with complex mental health issues to take steps towards recovery. The role delivers support to the community and prioritised support to Aboriginal and Torres Strait Islander participants who request a peer support worker from their cultural background.

Through telephone calls, online chat, groups and forums Digital Peer Support Workers create positive and empathetic relationships from a place of shared experience that focus on empowerment, self-determination, and person-led recovery.

At SANE, Telehealth and Digital Peer Support Workers deliver safe and high-quality peer support across a variety of platforms utilising a person-centred approach and a trauma informed framework.

### Work Environment

SANE offers a supportive work environment and structures shifts to ensure sufficient time for self-care, case notes and annual training.

SANE is a leader in innovation, and our services continue to evolve in response to codesign and feedback from participants and members of our communities. To be successful in a Digital Peer Support role at SANE requires resilience, adaptability and an open mind.

SANE supports people with complex mental health issues and our work is incredibly rewarding.

In the course of work, you may regularly engage with people who are at times experiencing anxiety, frustration, anger, loneliness, psychosis or suicidal ideation, or who disclose experiences of trauma. SANE provides training and access to senior support, clinical practice training as well as providing all frontline staff with supervision. Skills in empathy, creating and maintaining safety, boundaries and de-escalation are essential for this role.

## KEY FUNCTIONS

### Key Relationships

- Service participants
- Peer Support Team
- Service Lead and Managers
- Counsellors

- Mental Health Support Workers

## Key Accountabilities

### Delivery of Digital Peer Support

- Deliver individual (one to one) peer support as part of SANE's model of care including but not limited to triage, welcoming calls, support planning sessions, multi-session peer support and drop-in 1:1 peer support, chat and group-based peer support.
- Purposefully ***share the insights and learnings from your mental health and recovery journey*** to support service users to build their hope, functional skills, empowerment, understanding, information and resources, and agency and autonomy.
- Support people living with complex mental health concerns by creating safe boundaries within which they can share their experience and empathising from your own personal lived experience for the purpose of encouraging them on their recovery.
- Role model peer-to-peer support values of 'doing with, not for' principles within the team and wherever possible taking time to support participants to learn skills and take time to improve self-management of their mental health issues.
- Supporting participants to become members of the SANE community via our online community SANEforums.org for long term peer to peer support, opportunity and collective impact.
- Supporting participants to explore and access online, evidence-based e-mental health tools and therapies available on headtohealth.gov.au.
- Supporting participants to engage with primary care, manage their physical health and build social connections by building and supporting them to take steps towards tasks and goals on their recovery support plans that are SMART (Specific, Measurable, Achievable, Relevant and Time-bound).
- Apply principles of recovery-oriented practice, person-centred care and trauma informed practice.
- Assess, manage, and escalate risk according to SANE Australia's processes and procedures, including SANE's Duty of Care, escalation procedures, Community Guidelines and service boundaries.
- Work in regular collaboration with the Service Leader to provide best quality standards of service to all participants and stakeholders.
- Deliver trauma informed peer support through a person-centred approach via the preferred channel of the participant in accordance with their support plan.
- Comfortable with conducting intake and triage assessments for individuals with complex mental health needs and CALD communities.
- Consistently display and promote high level commitment, integrity, and diligence in all aspects of work and decision-making in line with Peer Work values and best practice

- Support service users to develop individual recovery support plans using the CHIME Recovery Model, support plans and person-led care plans which incorporate their self-identified recovery goals, individualised needs, aspirations, and strengths.
- Document accurate and thorough case notes & incident reports around encounters with service users, data entry and other CRM and duties as required.
- Apply effective written and verbal communications skills to deliver peer support online across SANE Service Delivery Programs.
- Maintain accurate and timely records of contacts and other activities utilising Salesforce, Microsoft Office, The SANE Forums and SharePoint.
- Uphold ethical guidelines and professional standards including self-care responsibilities, professional boundaries, and service boundaries in collaboration with your manager.
- Provide peer support across a range of digital health platforms and programs as needed.

## Working Within a Team

- Work collaboratively across the multi-disciplinary Services team to deliver high quality, safe and recovery oriented mental health services.
- Contribute to reflective practice, supervision, and other development opportunities within the team.
- Seek support and supervision to develop practice when there are challenges or complex situations arise in the workplace and uses initiative and problem-solving skills.
- Work collaboratively to improve service delivery, by contributing to discussions that promote and empower lived experience voices and perspectives, needs of service users and build capacity of the service to provide recovery oriented and self-led recovery.
- Work collaboratively with other staff to improve understanding of personal recovery and build capacity to provide recovery-oriented mental health services.
- Proactively represent the Lived Experience Workforce by maintaining professionalism in line with SANE's Code of Conduct.
- Support the Service Team's delivery of SANE's goals, KPIs, mission and strategy.
- Take an active role in your professional development.
- Effective written and oral communication with all service users, staff members, volunteers, and stakeholder.
- Reflect and utilise feedback/discussions to apply self-reflection skills whilst supporting participants to ensure best practice.
- Actively contribute to all team and individual meetings across the organisation, utilising lived experience perspectives when appropriate to support decision making, day to day operations and your work plan.

## Quality and Safety

- Create, maintain, and consistently foster a safe and mentally healthy workplace at all times.

- Maintain compliance in relation to information security standards and relevant compliance frameworks.

## People and Culture

- Embrace the SANE Australia values and behaviours in everything you do.
- Maintain respectful relationships and communications with all SANE team members, partners, and supporters.
- Adhere to SANE's policies and procedures and uphold principles of privacy and confidentiality in line with SANE's policies to ensure people accessing services and others are treated fairly and with mutual respect and understanding.
- Uphold principles of privacy and confidentiality in line with SANE's policies to ensure people accessing services and others are treated fairly and with mutual respect and understanding.

## ESSENTIAL REQUIREMENTS

### Qualification and Experience

- 2 years' experience in Mental Health Peer Work, peer facilitation or lived experience workforce roles.
- Minimum Certificate IV in Mental Health Peer Work, Mental Health, Community Work, Welfare or working towards a higher relevant qualification (must be able to complete relevant qualification within 18 months of employment).
- Willingness to complete training in ASIST, Trauma Informed Care, Safe Story Telling and Intentional Peer Support, provided by SANE.
- This is an identified position for Aboriginal people who meet the following criteria:
  - is of Aboriginal and/or Torres Strait Islander descent, and
  - identifies as an Aboriginal and/or Torres Strait Islander person, and
  - is accepted as a such by the Aboriginal and/or Torres Strait Islander community.

Personal lived experience of mental illness, trauma (including intergenerational trauma), experience accessing mental health and/or alcohol and drug or homelessness services and a minimum of two years of self-management of your mental health recovery. Personal experience relevant to the people we support, including experience using MH services such as NDIS, Acute/Crisis services, Community Health Services, Housing and Homelessness services, AoD and DSP; and Digital Mental Health Services are highly desirable and will help you guide people through their recovery journey in navigating services. We prioritise the breadth, depth and length of experience in this regard.




### Skills & Expertise

- Personal lived experience of mental illness, trauma (including intergenerational trauma), experience accessing mental health and/or alcohol and drug or homelessness

services and a minimum of two years of self-management of your mental health recovery. Personal experience relevant to the people we support, including experience using MH services such as NDIS, Acute/Crisis services, Community Health Services, Housing and Homelessness services, AoD and DSP; and Digital Mental Health Services are highly desirable and will help you guide people through their recovery journey in navigating services. We prioritise the breadth, depth and length of experience in this regard.

- Understanding and application of peer work values and principles involved in best practice peer support.
- Experience working in telephone based or online environments, in particular mental health services.
- Experience working with people living with complex mental concerns, friends/family and carers, (including people living with a mental health issue and an intellectual disability, and Autistic people who have mental health issues).
- Understanding of peer support principles and values, and how they are applied in practice to improve the mental health outcomes for people living with complex mental health concerns.
- Highly developed written and verbal communication and ability to build rapport and adapt communication to suit a wide demographic whilst maintaining appropriate professional boundaries and standards
- High level of resilience to fulfill the demands of the role.
- Demonstrate ability and experience working independently and within a team.
- Strong time management skills, ability to multi-task and prioritise work.
- Flexible, resilient, adaptable and capable of working across a diverse range of online service settings, tasks, and responsibilities within an innovative workplace.

## VALUES AND BEHAVIOUR

SANE Values	Expected Behaviours
 <b>Respect</b>	<ul style="list-style-type: none"> <li>▪ focus on the whole person and their strengths, not the illness, and believe everyone is entitled to a better life.</li> <li>▪ treat everyone with grace and dignity while welcoming robust and constructive discussion.</li> <li>▪ communicate our appreciation to those who give their time, advice, and financial resources.</li> </ul>
 <b>Collaboration</b>	<ul style="list-style-type: none"> <li>▪ partner with others who share our vision, values, passion, and commitment.</li> <li>▪ work with people with lived experience of complex mental health issues to build better services, policies, and programs.</li> <li>▪ encourage and support each other to do the best work we possibly can by listening, communicating, and working as one team.</li> </ul>
 <b>Responsibility</b>	<ul style="list-style-type: none"> <li>▪ do what is right, however difficult that might be.</li> <li>▪ are accountable for the decisions we make.</li> <li>▪ take good care of our physical and mental health and seek help when we need it.</li> </ul>



## Celebration



## Innovation

- celebrate great achievements (big or small) by ourselves and others.
- warmly welcome everyone who comes through our doors, and we create a fun, flexible and inspiring workplace that fosters personal and professional growth.
- broadcast to the world heroic stories of courage, resilience, and recovery.
- have a passion for learning and disseminating creative solutions to real-world problems.
- embrace technology to build community and provide helpful information.
- seek out new ways to have greater impact through research, testing, and evaluation – always informed by people's lived experience of complex mental health issues.

## PRE-EMPLOYMENT CHECKS

All appointments to SANE are subject to:

- Reference Checks
- Right To Work in Australia
- National Police Check
- Working with Children Check

## OTHER INFORMATION

**Note:** The requirements and responsibilities contained in this position description are not intended to be all-inclusive, they may be changed by a manager during employment on an as required basis. Any significant or material changes need to be discussed and agreed to by the incumbent and manager before inclusion. This role description should be reviewed formally during an annual planning and performance assessment process in consultation with People and Culture as required.

## Equal Opportunity and Diversity Statement



SANE is an equal opportunity employer and is committed to providing a safe, culturally appropriate, inclusive service for all people, regardless of their ethnicity, faith, disability, sexuality, or gender identity. We are dedicated to developing and supporting a workforce that is well-equipped and motivated to make a real difference in the lives of people affected by complex mental health issues.

SANE strives to have a rich, diverse workforce which includes employing people with lived experience of mental health issues, Aboriginal and Torres Strait Islander people, people with disabilities, people from CALD and LGBTQIA+ communities, and people of all ages. We believe in building an inclusive workforce that sees human difference as a

strength and supports our vision for all Australians affected by mental health issues to lead long and fulfilling lives, free from stigma and discrimination.

SANE encourages prospective and current employees to reach out and discuss if they require reasonable adjustments be made during the recruitment and selection process and/or in the course of employment.

## Acknowledgments



SANE acknowledges the Aboriginal and Torres Strait Islander peoples as traditional custodians of the land on which it operates, and pays respect to Elders past, present and emerging.