

POSITION DESCRIPTION

Role:	Peer Support Worker, Telehealth Services
Employment type:	Fixed-Term, Full-Time, Part-Time, Casual
Business Unit/Branch:	Service Delivery
Position reports to:	Team Leader
Classification:	Social, Community, Home Care and Disability Services Industry Award – Level 3
Direct reports:	Nil
Location:	Melbourne, VIC; Hybrid
Company overview:	<p>SANE is Australia's leading NGO for complex mental health. We are a medium-sized organisation (100 people with 60 volunteers), and 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:	Name: Allison McAleer – Manager, Services Email: allison.mcaleer@sane.org

POSITION PURPOSE

Peer Support Workers purposefully draw on their lived experience of mental health issues, service use and recovery to build hope and supportive relationships with people living with complex mental health issues. They create empathetic relationships from a place of shared experience that focus on empowerment, self-determination, and person-led recovery. At SANE, 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.

KEY FUNCTIONS

Key Accountabilities

Delivery of Peer Support

- Deliver 1:1 peer support across the SANE program including but not limited to triage, welcome calls, care planning sessions, multi-session peer support and drop-in 1:1 peer support.
- Purposefully share parts of your mental health and recovery journey to support service users including to build hope, promote empowerment, share information and resources, and support agency and autonomy.
- Build supportive and empathetic relationships with people living with complex mental health concerns by safely, intentionally, and appropriately applying your own personal lived experience of mental health concerns, service use and recovery.
- Role model peer support values and principles within the recovery services team and with service users to develop and support peer-to-peer support between members.
- 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 Team Leader to provide best quality standards and service to all service users and stakeholders.
- Deliver trauma informed peer support through a person-centred approach via the preferred channel of the participant in accordance with their care plan.
- Undertake data entry and other CRM and duties as required.
- 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 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.
- 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.
- Work within SANE's Duty of Care and service boundaries.
- 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.
- Value the strengths of team members, partners, and supporters, and contributing to an environment where all strengths are valued.
- Adhere to SANE's policies and procedures.
- 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 currently working towards a higher relevant qualification.
- Willingness to complete training in ASIST, Trauma Informed Care, Safe Story Telling and Intentional Peer Support, provided by SANE.

Skills & Expertise

- Personal lived experience of mental health concerns, service use and recovery, and a willingness to share your story purposefully to support the mental health of others.
- 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 teleweb service delivery in 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.
- High level of resilience to fulfill the demands of the role.
- Demonstrate ability and experience working independently and within a team.
- Highly developed time management skills, ability to multi-task and prioritise work.
- Flexible and adaptable to work across a diverse range of online service settings, tasks, and responsibilities.
- Commitment to attend the office a minimum of 2 days a week (pro-rata).

PRE-EMPLOYMENT CHECKS

All appointments to SANE are subject to:

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

Date PD Adopted:	May 2023
PD Review Date:	May 2025