

Position Description

The Role

Title:	Peer Support Worker
Purpose Statement:	The role of Peer Support Worker is responsible for delivering safe and high quality peer support through a variety of channels. The primary objective of this role is to build connections and offer supportive interactions to people with complex mental health issues.
Team:	Service Delivery
Reports to:	Community Manager
Direct reports:	NIL
Location:	Sydney
Employment Status:	Maximum team contract until 30 June 2022 with immediate start
Industrial Instrument:	Social,Community,Home Care and Disability Services Industry Award

Key Functions:

Delivery of Peer Support

- Direct provision of online peer support on the SANE Forums, as well as online peer groups and 1:1 peer support, utilising:
 - Skills to build rapport and trust
 - Listening and validating
 - Using a strengths based approach
 - Sharing experiences and coping strategies
- Escalate contacts containing risk according to the service protocols
- Moderate the Forums as per a moderation schedule between the hours of 10am – 10pm
- Assess risk and ensure compliance with SANE Australia's duty of care and relevant policies and procedure
- Liaise with Community Manager and Peer Support Lead as stated in the Moderation Manual and associated documentation

Community Building & Peer Support

- Liaise with the Community Manager to coordinate Community guide program
- Facilitate strong community relationships and connections between members based on peer support principles
- Capture, remove and document non-permissible content, based on the Community Guidelines
- Attend to feedback/emails; replying, forwarding to appropriate individuals for action and following up as required
- Respond to user queries about the forums, seeking guidance if required
- Ensure all discussions have responses from peers
- Coordinate day to day operations with volunteer Community Guides on Forums

- Assist in identifying the changing needs of the community, using an understanding of online community's life cycle
- Contribute to the development and delivery of an activity and content calendar / community building schedule
- Work with the Community Manager to develop and deliver engaging online forum events
- Monitor community sentiment and emerging themes surrounding users experiences of mental health and help seeking

Quality and Safety

- Create, maintain, and 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 in everything you do.
- Maintain respectful relationships and communications with all SANE Australia 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.

Key Selection Criteria:

Qualifications

- Qualifications (minimum Certificate IV) in Peer Work, Mental Health, Community Work, Welfare or currently working towards a higher relevant qualification

Skills & Expertise

- Personal lived experience of complex mental health issues and recovery (as direct experience or as a carer)
- A strengths-based and person-centred approach to communicating with others about their recovery journey
- Ability to build relationships and maintain appropriate boundaries
- Experience working with vulnerable groups or individuals (on or offline)
- Demonstrated experience in working independently and/or within a remote team
- Knowledge of community engagement practices
- Confidence working and communicating in a digital environment
- Desirable – Completed ASIST training (Applied Suicide Intervention Skills Training) or equivalent

Capabilities

- An understanding of the benefits and role peer support plays in improving mental health
- Highly developed communication skills and the ability to collaborate as part of team
- Ability to work autonomously and use time effectively
- A reasonable level of resilience to fulfil the demands of the role
- Demonstrated interest and ability to work collaboratively with people impacted by mental illness with the aim of improving their health and well-being
- Demonstrated experience in time management
- Excellent online communication and interpersonal skills
- Commitment to SANE Australia's values