

## Position Description

### The Role

Title:	<b>Peer Support Worker, Forums</b>
Purpose Statement:	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.
Team:	Service Delivery
Reports to:	Team Leader
Direct reports:	No direct reports
Location:	Sydney (Preferred) / Melbourne
Employment Status:	Full / Part time (Fixed Term contract to June 30 2023) / Casual
Industrial Award:	Social, Community, Home Care and Disability Services Industry Award – Level 2

### Key Functions

- **Delivery of 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.
  - Apply and uphold the values and principles of peer work including but not limited to, recovery, strength, ability, and possibility focused during all interactions with service users, internal staff members and stakeholders.
  - 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.
  - Apply the 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.

- 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.
- Apply effective written and verbal communications skills to deliver peer support online across SANE Service Delivery Programs.
- Document accurate and thorough case notes & incident reports around encounters with service users.
- Maintain accurate and timely records of contacts and other activities utilising Salesforce, Microsoft Office, The SANE Forums and SharePoint.
- Demonstrate the ability to be mindful about your own perspectives, values and beliefs and how this may influence your relationship with service users
- 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.

<b>Delivery of Peer Support – Forums</b>		
Moderation	<ul style="list-style-type: none"> <li>○ Deliver peer support across the SANE Forums by replying to posts made by SANE Forum Members</li> <li>○ Moderate the SANE Forums in shifts between our service hours of 10am and 10pm to ensure that posts made are safe, respectful and supportive, and in line with SANE’s Community Guidelines.</li> <li>○ Respond to Forums questions, provide guidance and respond to feedback about the SANE Forums service</li> <li>○ Support the Team Leader to respond to complaints and feedback.</li> <li>○ Support the Team Leader to develop support plans, member management plans, and manage member accounts.</li> </ul>	70%
Community Building	<ul style="list-style-type: none"> <li>○ Facilitate strong community relationships and mutual connections between members based on peer support principles</li> <li>○ Contribute to the development and delivery of an activity and content calendar, and community building schedule</li> <li>○ Develop discussion and topic spaces for members to connect and share experiences</li> <li>○ Identify themes in discussions within the community, and identify changing community needs</li> <li>○ Contribute to key growth, engagement or community development projects/tasks/initiatives.</li> <li>○ Support and contribute to quality improvement projects across the forums</li> </ul>	
Volunteers and culture	<ul style="list-style-type: none"> <li>○ Support the Team Leader and Manager- Groups and Community to co-ordinate and implemented a volunteer Community Guide Program in the forums that aims to develop the peer support skills of members of the community</li> <li>○ Provide day to day operational support, debriefing and development goals for a small group of Community Guides that you are the key contact for</li> <li>○ Support bi-annual recruitment of Community Guides, onboarding, development and offboarding.</li> </ul>	

Delivery of Peer Support – Groups		
Online Peer Groups	<ul style="list-style-type: none"> <li>○ Develop, implement and facilitate Online Peer Group discussions on SANE chat platform.</li> <li>○ Work in collaboration with peer workers to develop a conducive discussion guide based on CHIME recovery principles to facilitate safe discussions.</li> <li>○ Research and come up with topics that are trending in the digital mental health space.</li> <li>○ Provide a space for empathy, validation and support to participants that join the OPG.</li> <li>○ Practice professional peer support boundaries by ensuring that every participant feels welcomed and safe enough to participate and develop self-care skills.</li> <li>○ Ability to manage any potential power dynamics or “helper-helpee” behaviour that may develop during the OPG discussions.</li> <li>○ Facilitate the group.</li> </ul>	30%
Topic Tuesdays	<ul style="list-style-type: none"> <li>○ Develop and implement Topic Tuesday discussions; live, facilitated events with a guest/expert on the SANE Forums.</li> <li>○ Collaborate with marketing, social media, Peer Ambassador and Forums Partnership Co-ordinator to source guests and promote groups and events.</li> <li>○ Provide updates and content to the Team Leader or Manager – Groups and Events to include in the fortnightly newsletter for events and groups.</li> <li>○ Work collaboratively with the Forums Peer Support Workers to source topic ideas and guests based on community trends and topic recommendations.</li> </ul>	

- **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
- 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 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 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.
  - 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.

### Key Relationships:

- N/A

### Essential - Key Selection Criteria:

- **Skills and 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 of peer work principles and application of best practice peer support
  - Experience working in telephone based or online environments, in particular tele-web service delivery in mental health services
  - Experience working with people living with complex mental concerns, friends/family and carers, (including people with a co-occurring 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 approve 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
  - Demonstrable ability and experience working independently and within a team - 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
- **Qualification and Experience**
  - 2 years experience in a designated lived experience role (Mental Health Peer Work, peer facilitation etc)
  - A minimum Certificate IV in Mental Health Peer Work, Mental Health, Community Work, Welfare or currently working towards a higher relevant qualification
  - Completed training in ASIST, Trauma Informed Care, Safe Story Telling and Intentional Peer Support.