

## Position Description Peer Worker

*"Where mental wellbeing thrives"*

### Position Details

<b>Position Title:</b>	Peer Worker
<b>Position Level:</b>	Level 3
<b>Industrial Instrument:</b>	Flourish Australia Enterprise Agreement 2018
<b>Employment Type:</b>	In accordance with letter of offer.
<b>Hours of Work:</b>	Shift work, including weekends, and on-call may be required (depending on local operational rosters)

### Position Summary

As a Peer Worker, your own life experience of a mental health issue and personal recovery will provide you with a distinct advantage as you mentor and support people with a lived experience of a mental health issue accessing the service. A Peer Worker uses this lived experience openly, appropriately and effectively to build professional relationships with the people they support. You will also use your lived experience to inform and contribute to staff learning, service understanding, and delivering person-led, recovery focused, strengths-based language, documentation, training and actions.

Working with integrity and within the ethos and value systems of peer support, you will use your lived experience to work as an advocate on an individual basis and possibly systemically (as required). The reciprocity that builds between peer workers and the people they support will be respected and encouraged, however careful handling of professional boundaries is also expected.

In the course of performing the role, all Peer Workers will innately use their personal lived experience of a mental health issue to:

- Effectively and appropriately hold crucial conversations with people who access our services in order to connect with them, support them and build reciprocity, via mutual understanding, trust and shared experience.
- Effectively and appropriately guide and support each individual in their recovery and be strengths, ability and possibility focused.
- Effectively model hope and recovery.
- Effectively model citizenship and connectedness.
- Effectively support the people who access our service to build their own hope.
- Effectively contribute to the decreasing stigma and discrimination around having a lived experience of a mental health issue.
- Support people in their recovery while ensuring they are the leads in their own recovery.
- With the person's consent, appropriately and effectively advocate for individuals.
- Support the person to make links to the community that meet their recovery wants and needs.
- Continue to support people who have entered into the workforce and education.
- Support the person to access activities and opportunities that promote independence.
- Promote positive self-care strategies, enrich social and living skills, increase vocational competence and access to education and training, and improve community integration.
- Encourage shared learning experiences.
- Support skill development at every opportunity through self-directed learning, information, training, employment and education.
- Listen to and support people to create opportunities and activities that meet their interests and goals.
- Utilise responsible strategies to maintain personal recovery and continue building on one's own recovery.
- Support dignified risk taking.
- Not build reciprocity of victimhood but rather reciprocity of empowerment.

## About Flourish Australia

Our name reflects our fundamental and enduring commitment to people's mental health and wellbeing, supporting them to thrive and live a contributing life.

### Vision

Flourish Australia's vision is creating communities where everyone's mental health and wellbeing flourishes.

### Mission

Supporting people to flourish, believe in their future and their place in the community.

### Values

Flourish Australia values hope, inclusion, partnership, diversity, integrity, respect, trust.

## Relationships and Authority

Reports to: Manager and/or Team Coordinator (based on local need).

Direct reports: Similar or lower classified staff

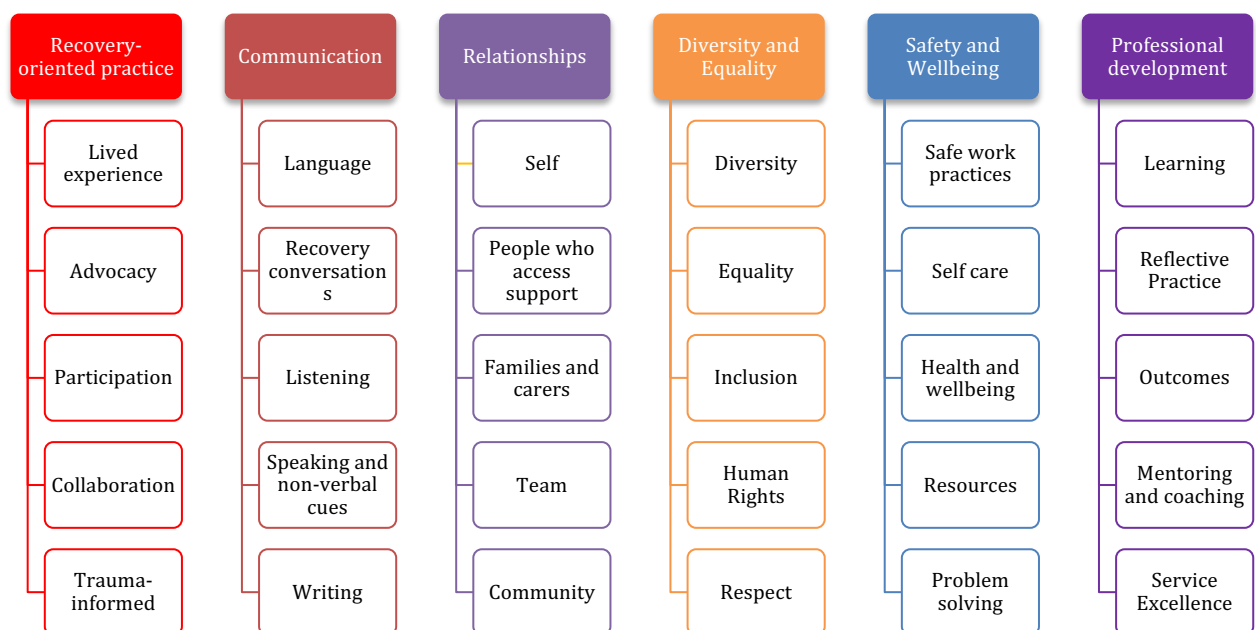
External: Key external relationships may be with families and carers, Local Health District professionals, clinicians/GP's, agents for Housing, Primary Health Networks, Community Mental Health Service providers, and the broader community.

## Organisational Accountabilities

- Abide by all Flourish Australia procedures and policies.
- Complete all mandatory training.
- Report all incidents in the incident reporting database.
- Actively ensure the health, safety and wellbeing of themselves and others at work in accordance with their delegated authority and in accordance with the Work Health and Safety Act 2011.
- Use their lived experience of a mental health issue openly, appropriately and effectively to build professional relationships with internal and external stakeholders.
- Understand and abide by the Flourish Australia Code of Conduct and Ethics.
- Actively promote a 'no wrong door' approach.
- Commit to the detection and prevention of fraud.
- Identify possible organisational risks and adhere to the Risk Management Framework.
- Work to support and promote the vision, mission, and values of Flourish Australia.

## Key capabilities

Flourish Australia's Capability Framework enables staff to develop their career with Flourish Australia. The Capability Framework consists of six core Capability Domains, which are core to the work we do.



A seventh (7th) domain, "Peer Work", is also provided.

## Position demands/frequency

The following tables provide an overview of some of the common physical and psychosocial demands placed on all employees working in mental health.

### Physical demands/frequency

Position demand	Frequency	Comments
Standing	Frequent	Continuous and repetitive throughout the work day.
Sitting	Frequent	Continuous and repetitive throughout the work day.
Crouching	Occasionally	May be required.
Kneeling	Occasionally	May be required.
Stooping	Occasionally	May be required.
Walking	Frequent	Continuous and repetitive throughout the work day.
Stair climbing	Occasionally	May be more frequent (but depends on workplace)
Controls/fine motor skills <ul style="list-style-type: none"><li>Hand/arm</li><li>Foot/leg</li></ul>	Frequent	Essentially, fine motor skills are required to perform activities of driving, operating computers and general cleaning support, as well as for administrative tasks.
Reaching (overhead)	Frequent	Continuous and repetitive throughout the work day in residential settings.
Driving	Frequent	Driving is a frequent activity performed by the staff in this role.
Lifting and carrying <ul style="list-style-type: none"><li>2kg-5kg</li><li>5kg-10kg</li><li>10kg-15kg</li><li>&gt;15kg</li></ul>	Constant Frequent Occasionally Rarely	All lifting and carrying at Flourish Australia needs to be performed by the employee and the chance of delegating to others is small. Other major lifts include shopping, laundry baskets and clothing.

### Psychosocial demands/frequency

Position demand	Frequency	Comments
Working with distressed people	Frequent	e.g. episodic or grief situations
Working with people who may have experienced trauma	Frequent	e.g. child abuse, history of violence
Exposure to distressing situations	Occasionally	e.g. self-harm, death
Working with unpredictable or aggressive people	Occasionally	e.g. drug and alcohol induced, episodic situations, visiting people's homes

## Key Tasks and Responsibilities

- Ensure services delivered to people accessing Flourish Australia are of a high standard.
- Work in a respectful manner with people accessing Flourish Australia's service, our partners and our internal and external stakeholders.
- Work as a key worker to facilitate discussions regarding the individual needs and goals of each person accessing Flourish Australia's services and collaboratively develop, implement and monitor an individual plan that meets these needs. The plan is led by each individual person supported by Flourish Australia.
- Encourage shared learning experiences, and support skill development at every opportunity through self-help, formal education, and through daily program delivery and shared group experiences.
- Support people to attend appointments of their choice, in the most independent way possible, especially when required by law (medical, vocational, mental health, tenancy).
- Encourage people to develop their skills in a wide range of areas that they are interested in which will meet their needs. These may include domestic skills, social skills, independence skills, and skills to enter education and/or employment.
- Ensure all aspects of service delivery are provided in consultation with the person accessing Flourish Australia's service and within a recovery framework.
- Maintain an individual focus in supporting people's recovery journeys.
- Ensure that individual support is provided to a person that accesses Flourish Australia services that meets their recovery journey goals and is strengths based and led by the person wherever possible.
- Be 'hands on' and involved in direct service delivery.
- Be proactive in developing service delivery that is recovery focused and strengths based. Examples of specific direct service delivery tasks may include (but are not limited to) working with people in:
  - Maintaining their home environment, and facilitating the rectification of any property maintenance needs.
  - Money management and budget skills if appropriate and if agreed with by the person.
  - Supporting the person to develop activities of daily living (cooking, shopping, cleaning, hygiene etc.) at the agreed level of participation based on individual needs.
  - Establishing access to social, educational, vocational, and leisure activities.
  - Facilitating participation in group activities, including accessing psychosocial education.
  - Supporting people to maintain and improve their physical health care needs.

- If the person wants to, facilitate contact with family and friends, or reacquaint with family and carers and make new friends.
- With the person's permission make suitable referrals to support services so they can achieve their recovery goals.
- Access Flourish Australia's services and attend appropriate meetings.
- Ensure that all people you are working with receive the appropriate level of support.
- Develop a good understanding of Flourish Australia's philosophy, person-led recovery-oriented services/culture, Disability Standards, National Standards for Mental Health Services, Quality Assurance principles, Grievance (Complaints) and Dispute Resolution policy, Work Health & Safety, Privacy, and relevant legislation.
- Keep their Team Coordinator/ Manager informed about issues and/or positive outcomes achieved with the people we are working with.
- Promoting positive community awareness of the services provided by Flourish Australia and generate a positive attitude in the community towards people with a lived experience of a mental health issue.
- Effectively communicate with team members and people accessing Flourish Australia's services in a positive proactive manner ensuring consistency and professionalism at all times.
- With the person's permission, meet regularly with family and friends to give feedback on progress and provide information, education and support to families, carers, and friends (when permissible to do so).
- Meet all policy, contractual and legislative requirements and ultimately achieve good outcomes for the people who access Flourish Australia's services.
- Follow the reasonable direction of senior staff.
- Model a strong work ethic that ensures the respect that should be attributed to this important role.
- Develop a good understanding of person led recovery-oriented services and personal behaviours, which inspire hope and facilitate the achievement of recovery goals.

### **Required Skills and Personal Attributes**

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- Effectively, respectfully, and appropriately use your lived experience of a mental health issue to:
  - Walk alongside and support people who are accessing Flourish Australia services;
  - Guide and enrich the learning of other staff and improve delivery of Flourish Australia services to ensure strengths, ability and possibility based and person-led recovery services are delivered;
  - Advocate for individuals and recovery support services, which may include discussions with people outside of Flourish Australia.
- Be prepared to become proficient with technology and to develop a workable knowledge of databases.
- Obtain working knowledge of all Flourish Australia programs.
- Think creatively to solve problems and be people focused and work in partnership.
- Have a working knowledge of person led recovery-oriented practice.
- Have good interpersonal skills, be non-judgmental, be fair, patient, have willingness to listen, and display empathy.
- Value diversity and be respectful at all times.
- Self-reflect and constantly review work practices.
- Be committed to professional and ethical conduct.
- Be committed to punctuality and attendance to the service.
- Apply recovery knowledge in role practices and peer work philosophies.
- Work independently, and as part of a team, and effectively organise and plan your workday.
- Implement strategies to maintain personal wellness and request support (as required).

### **Key Selection Criteria**

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*"Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate."*

#### **Essential:**

1. A Certificate IV or above in a relevant field **OR** a minimum of 2-years full-time experience working in the human services field (as recognised by Flourish Australia).
2. A personal lived experience of a mental health issue and recovery.
3. Willing and able to effectively, respectfully, and appropriately use your lived experience of a mental health issue.
4. Demonstrated alignment to Flourish Australia's values.
5. A strong commitment to recovery-based practice in the workplace.
6. Understanding of the challenges faced by people with a lived experience of a mental health issue.
7. Understanding of, and ability to effectively use, Microsoft Office and knowledge of data information management systems.
8. Maintain a current Australian Driver's Licence.

*Desirable:*

1. Demonstrated experience working with people living with a lived experience of a mental health issue in the community.
2. A current First Aid Certificate.
3. Demonstrated knowledge of the local area and its health services and other community services.

All appointments with Flourish Australia's Mental Health Services are subject to previous employment reference checks, Working with Children Check, satisfactory Australian residency status, National Criminal Record checks, and other background checks as required by different State legislation (e.g. Working with Disabilities *check* in QLD).

*Please note:* In addition to the above qualification and experience requirements, it is highly desirable that Peer Workers commit to achieving a Certificate IV in Peer Work within a mutually agreed timeframe.

**Agreement**

I, \_\_\_\_\_, have read and understand my obligations as a Peer Worker with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia's policies and procedures.

**Peer Worker**

<b>Name</b>		
<b>Signature</b>		<b>Date:</b>

**Nb:** A signed copy of this position description must be returned to People and Culture.