flourish ®
AUSTRALIA

Where mental wellbeing thrives

Position Description **Peer Worker (Transition)**	

"*Where mental wellbeing thrives***"**

Position Details

Position Title:	Peer Worker (Transition)
Position Level:	Level 4
Modern Award:	Flourish Australia Enterprise Agreement (2018)
Employment Type:	12 Months Closed-Term
Hours of Work:	38 hours per week
	Occasional on-call and shift work including weekends may also be required

Position Summary

As a Peer Worker (Transition), your own life experience of a mental health issue and personal recovery will provide a distinct advantage as you mentor and support people with lived experience of a mental health issue.

A Peer Worker uses this lived experience openly, appropriately and effectively to build professional relationships with the people they support that also have a lived experience of a mental health issue. You will also use your lived experience to inform and contribute to staff learning, service understanding, and delivering person-led, strengths focused, recovery based language, documentation, training and actions.

Being a member of the Resolve program, the Peer Worker (Transition) is specifically responsible for:
- supporting the transition planning of people who transition within the Resolve program;
- establishing exit/transition processes; and
- develop a suite of communication strategies for all key stakeholders to ensure that minimal distress and disruption is caused to people exiting the program.

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 to enable full participation within a diverse and inclusive community.

Mission

Working together for optimal mental health and wellbeing.

Values

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

Relationships and Authority

Reports to:	Manager, Resolve
	The Peer Workforce Manager is available for expert advice and support in matters relating to peer work.
Direct reports:	Nil.
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

Peer Workers with Flourish Australia agree to:
- Abide by all Flourish Australia procedures and policies.
- 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.
- Value diversity and be respectful at all times.

Key accountabilities

1. Develop and implement a transition process, including key dates, templates and action plan guidelines.
2. Develop a suite of communication strategies for all key stakeholders to ensure that minimal distress and disruption is caused to people exiting the program.
3. Facilitate regular meetings to support the person to develop a transition plan whilst supporting their individual recovery plan.
4. Liaise with all key stakeholders including the person accessing service, family, carers, LHD program manager, Mental health clinicians and other private or community services to ensure that a collaborative approach is taken and crucial information is communicated.
5. Facilitate Care Coordination Meetings that clearly outline goals and action plans within 6 months of exit from program.
6. Encourage and support the person accessing the service to access additional supports through the community.
7. Establish access to social, educational, vocational and leisure services and activities that are suitable to individual needs outlined in their transitional plans.
8. Be an active, contributing member of Flourish Australia's services and attend all online, face to face or other meetings as required.
9. Create a directory of local resources, review and update regularly.
10. Develop an 'Exit Pack' for people exiting the program to ensure that all key information is provided and frequently asked questions are answered.
11. Maintain excellent knowledge of statutory and legal requirements and exercise this knowledge with lower classified staff.
12. Utilise a high level of initiative and problem solving using knowledge, judgement and organisational skills acquired through qualifications and previous work experience.
13. Ensure services delivered to people accessing Flourish Australia are of a high standard.
14. Work in a respectful manner with people accessing Flourish Australia's service, our partners and our internal and external stakeholders.
15. 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.
16. Ensure all aspects of service delivery are provided in consultation with the person accessing Flourish Australia's service and within a recovery framework.
17. Maintain an individual focus in supporting people's recovery journeys.
18. 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.
19. Be 'hands on' and involved in direct service delivery.
20. Ensure that all people you are working with receive the appropriate level of support.
21. Keep their Manager informed about issues and/or positive outcomes achieved with the people we are working with.
22. 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.
23. Effectively communicate with team members and people accessing Flourish Australia's services in a positive proactive manner ensuring consistency and professionalism at all times.

Key challenges

1. Utilising responsible strategies to maintain and continue to build on personal wellbeing whilst working in challenging and complex situations.

2. Managing the expectations of people who access our services, staff and partner organisations, and always maintaining personal and professional boundaries.
3. Maintaining peer work philosophies and applying peer work practices.

Required Skills and Personal Attributes

To be successful in this role, all Peer Workers will be required to:
- Effectively, respectfully, and appropriately use their 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 improving delivery of Flourish Australia services to ensure strengths, ability and possibility based and person-led recovery services;
  - Advocate for individuals and recovery support services, which may include discussions with people outside of Flourish Australia.
- Be proficient with technology and have 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 advanced working knowledge of person led recovery-oriented practice.
- Have excellent interpersonal skills, be non-judgmental, be fair, patient, have willingness to listen, and display empathy.
- Self-reflect and constantly review work practices.
- Be committed to professional and ethical conduct.
- Work independently (support is available if required on more complex matters) and as part of a team.
- Commitment to punctuality and attendance to the service.
- Apply recovery knowledge in role practices and peer work philosophies.
- Implement strategies to maintain personal wellness and request support (as required).

Key Selection Criteria

Essential:

1. A relevant degree with at least 2-years experience in the community mental health sector.
2. A personal lived experience of a mental health issue.
3. Willing and able to effectively, respectfully, and appropriately use your lived experience of a mental health issue.
4. A strong commitment and advanced understanding of recovery-based practice in the workplace.
5. A good understanding of the challenges faced by people with a lived experience of a mental health issue.
6. Good knowledge Microsoft Office and expert knowledge of data information management systems.
7. Maintain a current Australian Driver's Licence.

Desirable:

1. Good knowledge of the local area and its health services and other community services.
2. A current First Aid Certificate is highly desirable for this position.

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, 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 (Transition) 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 (Transition)

Name		
Signature		Date:

Nb: A signed copy of this position description must be returned to Human Resources.