



## POSITION DESCRIPTION

### Peer Support Worker

<b>Location:</b>	Oaks Estate office Canberra ACT
<b>Department</b>	Special Works
<b>Reports to:</b>	Coordinator – Community Inclusion Program
<b>Direct reports:</b>	Volunteers
<b>Classification:</b>	Level 4

### Organisation

The St Vincent de Paul Society Canberra/Goulburn (the Society) has been serving the local community since 1924. We are a charity based, not-for-profit organisation offering a 'hand up' to people in need, regardless of their creed, ethnic or social background, health, gender, or political opinion. We achieve this by respecting people's dignity, sharing our hope and by encouraging people to take control of their own destiny. We work to shape a more just and compassionate society.

Our commitment and delivery of our services to the community is through our people—members, volunteers, and employees. They work together daily and provide a hand up to people across the ACT and its surrounding areas, from Lake Cargelligo in the west, across the Snowy Mountains to Tumut, down to Eden, up to Batemans Bay and inland to Crookwell.

### Values

Our own actions and behaviours in performing our duties are guided by the Society's Code of Conduct and organisational values of *Courage, Respect, Compassion, Advocacy, Integrity, Empathy* and *Commitment*.

### Position Primary Purpose

The Peer Support Worker position is a new role within the Community Inclusion Program in which people with a lived experience of mental health, support companions at Oak's Estate by sharing a message of hope and optimism throughout their recovery journey.

Reporting to the CIP Coordinator the main purpose of this role is to develop trusting relationships and provide support by offering empathy, compassion, choice, and empowerment to their situation, encouraging companions to find a more fulfilling sense of personal control within their recovery. This role is positioned at Oaks Estate.

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*"I love that the work that I do. It makes a difference in the lives of so many other people" – Employee*

## Key Accountabilities

The Peer Support Worker will be responsible for:

- Engaging and assisting companions through the provision of support services, peer support activities and accessing identified community resources.
- Contributing to the development and delivery of group activities.
- The active participation in core meetings including peer groups and the development of strategies in conjunction with the CIP team to enhance the quality of services delivered.
- Working within the recovery-oriented practices using strength's-based approach, promoting opportunities for companions to engage with the community.
- Collaborating with community support groups in engaging companions with onsite and offsite community activities.
- Ensuring maintenance of all documentation in line with the Society's policies, CIP reporting and privacy legislation including responses to queries.
- Demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences, and perspectives.
- Adhering to the policies and procedures of the Society, including the organisation's Values and Code of Conduct.
- Performing other duties as assigned by the supervisor consistent with the position classification level and skills.

## Performance Indicators

The Peer Support Worker's contribution to the Society will be measured by:

- Demonstrated overall commitment and contribution to the vision and strategic goals of the Society as outlined in its strategic plan, specifically your contribution to the delivery of the Community Inclusion Program including:
  - Actively contributing to the effective and efficient delivery of the Community Inclusion Programs' operations, ensuring it meets the recognised needs of the community and fulfills the mission of the Society.
  - Maintenance of accurate data and information critical to the delivery and compliance requirements of community Inclusion Program.
- Commitment to and role modelling of the organisational values of the Society, guided by and in accordance with the Code of Conduct and compliance with policies and procedures, legislative and industrial requirements.
- Contribution to actively participating to develop positive working relationships with employees, suppliers, members, volunteers, and companions (the people we assist).
- Focus and activities to ensure the workplace culture is built on the wellbeing of people, trust, transparent communication with clear performance expectations, support, honest feedback, sharing of information and quality advice.
- Quality maintenance of records, and completion of reports and administration tasks that ensure the needs of the members, employees, volunteers, and contractors are met, and meets legal and governance requirements, in line with the organisation's recording keeping policies and procedures.
- Ability to deliver against agreed work plans/objectives, developed collaboratively with your supervisor and critical to the delivery of the Community Inclusion Program team and the overall success of the Society.

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## Capabilities, Knowledge, and Experience

To be successful in the role the Peer Support Worker will be required to have:

- A Certificate IV in Disability/Peer Support /Mental Health or lived experience of mental ill health. Preferred - Drug and Alcohol and training in person centred, trauma informed care.
- Demonstrated ability to work independently and as part of a team, contributing effectively to achieve organisational goals, having a high attention to detail, with an ability to identify issues and propose solutions and be able to multi-task to meet service deadlines through excellent time management skills.
- Demonstrated record of efficient and effective administration performance in the support area in a service delivery, community sector or comparable organisational setting.
- The ability to communicate with people at all levels in a manner that conveys genuine concern for the wellbeing of the individual, this includes demonstrated strong interpersonal, empathetic listening and verbal communication relationship building skills.
- Ability to understand information provided from various sources, like to be informed and work hard to keep up to date on relevant matters and areas of service, to ensure provision of appropriate information.
- Proficiency in the use of technology (Microsoft Office Suite) along with demonstrated experience in the operational use of record keeping database packages, including efficient and accurate data entry skills.

## Essential requirements

To be eligible for employment at the Society applicants:

- must hold working rights in Australia.
- Current First Aid Certificate
- Current Driver's License
- offered employment will be required to undergo a police record check and to successfully obtain or hold a Working with Vulnerable People Card (WWVP). To undertake these checks individuals must be willing to disclose all relevant and required information.

## Work Environment Checklist – Peer Support Worker - Oaks Estate

The Society is committed to providing safe work environments for all workers, clients, and visitors. Risks to health and safety will be eliminated and controlled so far as reasonably practicable, and adequate training and PPE supplied for workers exposed to residual risks.

The purpose of this checklist, completed by the position's supervisor, is to advise applicants of hazards inherently associated with the role.

To protect workers and the Society, some positions may be subject to confidential pre-employment medical assessments to identify applicant's suitability for the role and any required reasonable adjustments.

Frequency Definitions		2	Infrequent, up to 1/3 of the role
0	Not applicable to role	3	Frequent, up to 2/3 of the role
1	Rare, incidental to role	4	Constant, over 2/3 of the role

For each of the following hazards, indicate whether position duties are expected to result in exposure:

Manual/Physical	0	1	2	3	4
Prolonged sitting			X		
Prolonged standing			X		
Lifting from the ground	X				
Lifting above chest height	X				
Lifting/carrying 15kg		X			
Reaching/stretching arms		X			
Repetitive arm/shoulder work		X			
Bending/leaning forward		X			
Turning/twisting		X			
Kneeling or squatting		X			
Pushing/pulling		X			
Fine motor skills/manipulation		X			
Use of ladders/stairs	X				
Trip hazards, uneven flooring	X				
Other	0	1	2	3	4
Work in isolation		X			
Remote work		X			
Psychosocial demands				X	
Critical incident response			X		

  

Equipment Use	0	1	2	3	4
Car/Truck			X		
Forklift	X				
Pallet Jack	X				
Computer/Keyboard			X		
Kitchen appliances			X		
Environmental	0	1	2	3	4
Low lighting	X				
Strong lighting				X	
Prolonged Noise		X			
Dusty environments		X			
Vibration	X				
Uncontrolled temperatures			X		
Work outside – no shelter			X		
Work in client homes	X				
Chemical/Biohazard	0	1	2	3	4
Infectious Waste		X			
Flammable Substances		X			
Fumes/aerosols		X			
Hazardous substances		X			

  

<b>Additional Potential Hazards:</b>	
<b>Supervisor Name: Benjamin Spurr</b>	<b>Date: 02/05/23</b>

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