



Supporting Mental Health & Wellbeing

## Position Description Peer Worker

*Flourish Australia, Supporting Mental Health & Wellbeing*

### Position Details

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<b>Position Title:</b>	Peer Worker
<b>Position Level:</b>	Level 4
<b>Modern Award:</b>	Flourish Australia Enterprise Agreement (2018)
<b>Employment Type:</b>	In accordance with letter of offer.
<b>Hours of Work:</b>	In accordance with letter of offer.  Occasional on-call and weekend work may also be required (depending on local operational requirements)

### About Flourish Australia

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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.

### Position Summary

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As a Peer Worker, 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.

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, support them and build reciprocity and mutual understanding, trust and shared experience.
- Ensure the person they are supporting feel accepted and appreciated.
- Help the person take on responsibilities.
- Effectively and appropriately guide and support each individual in their recovery and are 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.
- Support people who access the service to embrace self-advocacy.
- With the person's consent, appropriately and effectively advocate for individuals.
- Appropriately and effectively carry out systemic advocacy.
- 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.
- Mentor and encourage other staff in ways to support people in person-led recovery.
- 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 and education.
- Listen to and support the people to create opportunities and activities that meet their interests and goals.
- Work with integrity and within the ethos and value systems of peer support.
- Utilise responsible strategies to maintain personal recovery and continue building on one's own recovery.
- Support dignified risk taking.
- Have a strong work ethic which promotes and earns the respect of the other team members, in the person themselves, and in the peer work profession as a whole.
- Not build reciprocity of victimhood but rather reciprocity of empowerment.

## Relationships and Authority

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Reports to: Manager and/or Senior Mental Health Workers or Senior Peer Workers (based on local need).  
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.

Peer Workers at this level operate under general direction in functions that require the application of skills and knowledge appropriate to the work practices. Assistance is usually available as needed.

## Organisational Accountabilities

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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.

## Key Tasks and Responsibilities

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### General tasks and responsibilities

All Peer Workers are required to (but are not limited to) complete the following tasks:

- 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.
- 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 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.

In addition to these tasks and responsibilities, a Peer Worker classified at Level 4 may also:

- Assist senior staff with planning and coordination of a program or project (when required).
- Have excellent knowledge of statutory and legal requirements and exercise this knowledge with lower classified staff
- Utilise a high level of initiative and problem solving using knowledge, judgement and organisational skills acquired through qualifications and previous work experience.
- May undertake more complex operational work including the planning and co-ordination of activities within their own areas of responsibility.
- May assist in a range of functions and/or contribute to interpretation of matters for which there are no clearly defined practices or procedures.

## Required Skills and Personal Attributes

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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.
- Value diversity and be respectful at all times.
- 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

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1. Relevant qualifications and experience as provided in the next section.
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. Good knowledge of the local area and its health services and other community services.
6. A good understanding of the challenges faced by people with a lived experience of a mental health issue.
7. Good knowledge Microsoft Office and expert knowledge of data information management systems.
8. Maintain a current Australian Driver's Licence is highly desirable (may be essential depending on local requirements).
9. 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).

## Qualifications and Experience

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Peer Workers classified at this level will have a personal lived experience of a mental health issue and will be able to demonstrate participation in recovery processes. They will have also obtained:

- A relevant 4-year degree in behavioural sciences or human services with 1-years experience; **or**
- A relevant 3-year degree in behavioural sciences or human services with 2-years experience; **or**
- A relevant associate diploma with relevant experience; **or**
- A relevant certificate qualification with substantial relevant experience in mental health attained through previous appointments.

*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**

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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 Human Resources.*