



HSS Registered March 2017

Peer Support Worker

WA Health – HSUWA – PACTS Industrial Agreement: HSO Level G2

Position Number: 707957

Adult Mental Health Program

Osborne Park Community Mental Health Service

Reporting Relationships

Program Manager
 Award Level: HSO Level G10
 Position Number: 707895



Community Development Officer
 Award Level: HSO Level G7
 Position Number: 707907



This Position



← Also reporting to this supervisor:

-

Directly reporting to this position:			Other positions under control
Title	Classification	FTE	•

Prime Function / Key Responsibilities

As a member of the multi-disciplinary team, provides emotional and practical support to consumers on an individual and group basis. Assists with identifying their needs for wellness, options for recovery and support to navigate their way through the mental health services towards discharge. Promotes hope for recovery, choice and self-determination, and the importance of living well using shared experiential knowledge, skills and strategies for living with mental illness.

Brief Summary of Duties (in order of importance)

1. Peer Support

- 1.1 Works under supervision within the defined peer support guidelines and undertakes routine activities requiring the application of skills and knowledge.
- 1.2 Liaises and works collaboratively with clinicians/case managers to provide peer support interventions to consumers, specific peer support requirements, including understanding the issues of potential risk related to the referral.
- 1.3 Maintains consumer-related documentation and data collection in keeping with professional and organisational standards and service requirements.
- 1.4 Supports consumer recovery and promotes therapeutic optimism with consumers using their own recovery experience and experiential knowledge to share information, skills and strategies.
- 1.5 Develops and manages relationships with consumers ensuring establishment and maintenance of appropriate boundaries.
- 1.6 Provides one-to-one peer support and participates in the facilitation peer-led support groups to consumers accessing mental health services.
- 1.7 Engages with consumers providing hope for the consumer's recovery and assists in encouraging and developing empowerment through relevant tools to assist consumers during their recovery.
- 1.8 Models self-advocacy strategies and encourages consumers towards self-advocacy. Acts as the consumer's voice, when required.
- 1.9 Provides support to consumers in identifying and accessing available mental health and community organisations that will support recovery.
- 1.10 Assists consumers with the completion of evidence based tools to guide recovery and promotes positive mental health and well-being.
- 1.11 Assists consumers with the development of self-management plans and collaborative action plans and assists with goal setting, in conjunction with the case manager.
- 1.12 Participates in consumer-focussed activities within the mental health adult program.
- 1.13 Participates in the relevant multidisciplinary team meetings and consumer reviews as required.
- 1.14 Prepares and actively participates in regular peer workforce meetings and clinical support supervision sessions.

2. NMHS Governance, Safety and Quality

- 2.1 Participates in the maintenance of a safe work environment.
- 2.2 Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities and the ACHS National EQUIP cycle in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 2.3 Participates in an annual performance development review and professional development in conjunction with the supervisor and the designated professional lead.
- 2.4 Completes mandatory training, including safety and quality training.
- 2.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 2.6 Maintains knowledge and understanding of policies and procedures specific to the area of peer support and consumer issues, and contributes to the development of policies and procedures.
- 2.7 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

3. Other

- 3.1 Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Demonstrated lived experience as a primary consumer of mental health services and an understanding of the challenges of living with a mental illness.
2. An understanding of peer support, self-determination, person-centred care and the concept of consumer recovery.
3. Ability to self-manage one's own condition and to demonstrate strategies for maintaining good emotional and physical wellbeing that can be shared.
4. Ability to manage relationships and establish boundaries.
5. Ability to communicate by using one's own experience productively and encouraging others to share their own experiences.
6. Ability to work collaboratively within a multidisciplinary clinical team.
7. An understanding of consumer confidentiality and appropriate conduct.

Desirable Selection Criteria

1. Willingness to develop peer support skills by undertaking formal courses of study.
2. Prior experience of providing support to others.
3. Knowledge of the mental health system with experience in hospital admissions.
4. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Manager/Supervisor

Name:
Signature/HE:
Date:

Dept./Division Head

Name:
Signature/HE:
Date:

Position Occupant

Name:
Signature/HE:
Date: