

Position Title: Peer Support Worker Consumer

Directorate: Community and Aged Care

Department: Grampian Mental Health and Wellbeing Service

Reporting to: Lived and Living Experience (LLEW) Team Leader

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Lived Experience Worker Level 3 (AK43)

Enterprise Agreement: Victorian Public Mental Health Services Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit www.grampianshealth.org.au.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The Peer Support Worker uses their personal lived experience of a mental health condition and recovery to support consumers who are receiving service from Grampians Mental Health and Wellbeing Service (GMHWS). Peer support work is focused on building mutual and reciprocal relationships where understanding and emotional, social, spiritual, and physical wellbeing and recovery are possible. This is highly skilled and specialised work which requires training and ongoing supervision. Peer support workers may work with individuals, or groups. The Peer Support Worker is an integral member of the multidisciplinary team. Core to the success of this role will be the ability to hold space for different perspectives. This position is one of several designated Lived and Living experience roles embedded across all levels to ensure that the views of consumers, families, carers, and supporters are genuinely held central and integral to GMHWS.

KEY ACCOUNTABILITIES

Consistent with GMHWS policies, procedures and discipline standards:

- Demonstrate and uphold the values of Grampians Health.
- Must be available to work Tuesdays due to a minimum expectation to attend operational requirements as part of the role.
- Undertake peer work in line with the Peer Work Scope of Practice for GMHWS in the youth space.
- Promote recovery-oriented service delivery, awareness and adherence to the principles underpinning the Mental Health Act 2022.
- Provide individual peer support by drawing on your lived experience of recovery and sharing your lived experience of recovery in an intentional way. With consideration to the youth consumers current situation, strengths, and challenges.
- Work collaboratively as a member of the youth multidisciplinary team by assisting in the identification of people who will benefit from peer support and attending morning multidisciplinary team meetings.
- Support young consumers to advocate for themselves and provide consumer voice where appropriate to the multidisciplinary team.
- Provide youth consumer handovers to clinical staff where risks arise and to provide a collaborative person-centred approach.
- Develop engaging, trusting relationships with the youth consumers.
- Advise the youth consumer of your responsibilities under the GMHWS duty of care to report or escalate any concerns if the person is unable to self-advocate.
- Contribute to the development, facilitation and review of group programs provided by GMHWS within the youth space.
- Accurately document interactions in the clinical file in keeping with GMHWS policy, engaging in the co-writing of notes with clients wherever possible.
- Complete mandatory training and education.
- Attend professional development including co-reflection and community of practice (CoP) as directed by line manager.
- Identify service improvement where appropriate.
- Develop relationships with internal and external services including youth specific services.

- You will be required to have an ongoing rapport with the staff at YPARC to provide support where appropriate, including providing a warm handover to YPARC staff about the consumers psychosocial needs and supports of the consumer.
- Report any health concerns or issues which fall outside scope of practice for this role to your direct line manager and clinical team including senior clinical staff in the youth team as well as the youth team leader.
- Access discipline specific LLEW Supervision and attend line supervision with your direct LLEW team leader at least once a month.

KEY SELECTION CRITERIA

Qualifications:

- (Mandatory) A lived experience of mental health challenges, trauma and/or emotional distress and the ability to reflect on this with others in supportive communication.
- Willingness to share your personal Lived and Living Experience and recovery in a safe purposeful way with others.
- Certificate 4 in Peer Support or Mental Health or willingness to undertake.
- Completion of Intentional Peer Support training or willingness to undertake.
- A current driver's licence.
- Knowledge of peer support principles and the ability to support others from a perspective of mutuality. An empathic and compassionate approach.

Technical/Professional Knowledge and Skills:

- Previous experience in a LLEW role will be highly regarded.
- Good organisational, prioritising and task completion skills.
- An understanding of the diversity of the cultural and linguistic backgrounds of our community, and the impact this has on people's experiences of mental illness.
- An ability to work within a clinical mental health service, under the Mental Health Act 2022.

Work Environment:

- Due to the nature of the work, most of your time will be spent on site or out in the community. Flexible work arrangements including WFH will require approval.
- Work a roster in accordance with service requirements. This may include working outside of normal business hours (8.30am – 5pm) to meet consumer and carer demands.
- May be required to travel and work across the entire GMHWS region, including Ararat and Horsham.
- Works as an integral part of GMHWS and may be rostered on to work across any of the Community Mental Health Teams or Inpatient Mental Health Units.

Personal Attributes:

- Well-developed communication and interpersonal skills.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.

- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.