

## Position description

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# Peer Support Worker

## Section A: Position details

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Position title:	Peer Support Worker
Employment Status:	Part-Time – Three days per week
Classification and Salary:	CSD Level 2 from \$52,015 – \$56,027 pa (Pro Rata) Dependent on skills and experience
Location:	Neami Hurstville
Hours:	Monday to Friday 9:00am – 5:30pm
Contract Details:	Ongoing

## Organisational context

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness and psychiatric disability to improve their health, live independently and pursue a life based on their own strengths, values and goals.

We provide services in over 50 locations, ranging from the inner-city and suburbs to regional and remote parts of Australia.

Our vision is for full citizenship for all people living with a mental illness in Australian society. Our mission is to improve mental health and wellbeing in local communities across the country.

We believe that recovery is an individual process and that with the right kind of support everyone can live a life based on their own strengths, values and goals for the future.

We use an approach called the Collaborative Recovery Model (CRM) to support people through our services. The CRM assists individuals to identify their personal strengths and values, to set goals and then helps them make progress towards achieving them.

We are a smoke free organisation.

## Position overview

Peer Support Workers are integral members of the team and draw on their lived experience of recovery from mental illness, to instil confidence and hope in others about the journey of recovery. You will work collaboratively in planning and co-facilitating a peer group based on the self-development program known as Flourish. The Peer Support Worker may also assist new consumers in their entry into the service and in providing individual support to consumers focusing on their strengths to achieve identified goals.

At some sites Peer Support Workers facilitate Flourish, a peer facilitated recovery-based self-development program. The program focuses on individual strengths and values in aspiring towards personal goals and self-directed change. At other Neami sites Assertive Outreach Peer Support Workers collaborate with outreach teams to assist people who are homeless to identify and work towards seeking suitable accommodation and address other needs. Whilst the Peer Support Worker role varies slightly from site to site, Peer Support Workers are an important element of the team approach and bring the wisdom of experience to many aspects of service delivery including intake interviews, service promotion, group programs and case reviews. As with other Neami staff, Peer Support Workers have access to a tailored training program and to regular supervision.

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## Period of employment

Ongoing, subject to a 3-month probationary period.

## Accountability

The Peer Support Worker is accountable to the Service Manager and Senior Practice Leader.

## Conditions of employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – \$52,015 – \$56,027 pa (pro rata) depending on experience.

A number of benefits are available to all staff, including generous salary packaging, increasing the take home wage by more than \$7,000 p.a.

- Criminal record checks are mandatory for all new appointments. Neami will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant (~\$129.00).
- Working with Children check required before commencement of work (employee responsibility).

## Section B: application procedure

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To discuss the position, please contact:

Name: Stephen Suttie  
Title: Service Manager  
Contact Phone Number: (02) 9570 5933 or Mobile: 0435 105 046

Applications should include a current resume and a Cover Letter explaining your interest in the position and your reasons for wanting to work at Neami National. You do NOT need to provide a written response to the selection criteria.

To apply, please:

- Include three current referees.
- Refer to the “Apply for a Job” tab on our website to submit your application.
- Ensure the files are in Word (.doc) or Adobe Reader (.pdf) format.

Closing date for applications: ***Sunday 07 December 2014***

Please visit [www.neaminational.org.au](http://www.neaminational.org.au) for more information on our organisation, services and other employment opportunities around Australia.

## Section C: key responsibilities

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### Bringing your lived experience, knowledge, skills and abilities:

- Engage consumers and develop trusting and professional relationships that respect worker / consumer boundaries
- Seek to learn about the consumers’ interests, their connections with family and friends, and work with the consumer in building their capacity to be part of their community
- Provide emotional support to consumers by constructively applying lessons learnt through your own lived experience, i.e. be a bearer of hope that recovery can and does occur
- Draw upon your understanding and belief in strength based, recovery orientated models of service
- Provide opportunities to discuss problem solving strategies, reflecting on helpful and unhelpful behaviours
- Provide social validation support by giving consumers feedback about their social interaction
- Assist other staff members in the development and regular review of the consumer’s individual service plan
- Work as part of a team in assisting consumers to engage with the practices associated with the Collaborative Recovery Model, i.e. assisting the consumers in values and strengths identification and clarification, assisting the consumer to complete tasks as part of goal striving
- Utilise the facilitation of the Flourish program to promote with consumer participants: recovery, self agency, and life visioning in their communities of choice.

## Participate fully as a team member

- Cooperate closely with team members in order to ensure continuity of care and provision of a comprehensive service to consumers
- Actively participate in reflective practice through team meetings, decision-making processes, service planning sessions, supervision and staff development activities
- Contribute to the further development of best practice by informing policies and project submissions effectively drawing upon your personal experience of mental illness
- In consultation with consumers contribute to regular evaluations of the effectiveness of the service

## Maintain records and resources

- Collect, collate, and maintain data on consumer contact
- With team members collect information on community resources
- Complete monthly reports as per Peer Support Worker Proforma to the Manager

## Section D: key competencies

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### Creating diverse staff teams

The values, skills, attributes and commitment of our staff are key to our success and reputation as a national mental health service that provides high quality support services to people living with a mental illness.

We are strongly committed to further developing and diversifying our work force as part of our strategic directions.

We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds.

Further depth is brought by those from diverse cultural backgrounds, Aboriginal staff, and those with lived experiences of mental illness and recovery, all of whom are strongly encouraged to apply for any roles that match their skills and interest.

The following competency criteria will inform our selection decision:

### Adhering to principles and values

- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness responsibility and hope
- Demonstrates integrity and credibility, and fosters open honest communication
- Demonstrates commitment to the organisation and its values, and a belief in recovery and self-empowerment
- Can articulate, apply and integrate the values of peer support work, and uphold Neami's values

### Relating to people and building connections

- Adapts to the team and contributes to a positive team dynamic
- Listens, consults others and communicates proactively

- Develops and openly communicates self-insight, such as an awareness of own strengths and areas for development
- Establishes respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Gains agreement and commitment from others by engaging and gaining respect
- Building a sense of equality between PSW and consumer

## Communicating and facilitating

- Speaks clearly, fluently and honestly to engender trust
- Demonstrates awareness of, and ability to regulate own emotional reactions
- Adapts communication style to meet the needs of others, and identifies changing needs within a group
- Engages a diverse range of people, and facilitates groups with skill and confidence, actively working to create an equal environment
- Produces new ideas, approaches or insights in developing and using one's narrative of Lived Experience of recovery
- Produces a range of examples of Lived Experience of recovery to support and deepen a consumer's understanding of the recovery journey
- Can creatively tailor group activities to engage and meet the needs of participants
- Plans, uses and continually reviews self-disclosure in a purposeful, meaningful and safe way

## Planning, organising, and problem solving

- Manages time effectively
- Efficiently sources and organises resources required for a task
- Is accountable and proactive about reviewing progress and outcomes
- Accepts instructions from others and understands and respects constraints within an organisation
- Exercises common sense in making judgments and seeks solutions to problems

## Adapting and responding to change and coping with challenges

- Adapts to changing circumstances quickly and responds to the reactions and feedback of others
- Adapts interpersonal style to suit different people or situations, and shows confidence in managing change
- Shows respect and sensitivity towards diversity
- Deals with ambiguity, making positive use of the opportunities it presents
- Maintains a hopeful and positive outlook during challenging times at work
- Demonstrates the ability to self-reflect, using reflection as an opportunity to learn
- Demonstrates confidence and willingness to seek support

## Additional requirements you will need:

- computer literacy and written communication skills
- current Australian driver's licence
- Lived experience of mental illness and demonstrated experience of recovery
- Experience of the public or private mental health system
- Demonstrated experience in facilitating groups, including the ability to prioritise different needs within a group

## Section E: about Neami National

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### Neami National's mission and vision

*"Full citizenship for all people living with a mental illness in Australian society"*

Improving mental health and well-being in local communities captures what Neami is about, and defines the context in which the organisation operates. Neami takes a holistic view of individuals' mental health and ensures that the services it provides are done so in partnership with local community services, area mental health services, and local government. Neami believes that its partnerships must deliver pathways to participation in community life for consumers.

Neami believes that better outcomes for consumers can be achieved by:

- Assisting consumers to build resilience and strength to make their own choices about their recovery
- Working with consumers to build their confidence while participating in their community
- Assisting consumers to plan their own program and build their connections with their community
- Assisting consumers to develop the skills and competence necessary to enjoy a full and rich quality of life

### Neami's values

Consumers, staff and board members have defined the values which drive Neami's vision and mission below:

- |                      |                           |            |
|----------------------|---------------------------|------------|
| • Self determination | • Hope                    | • Change   |
| • Respect            | • Growth                  | • Choice   |
| • Empowerment        | • Wellbeing               | • Learning |
| • Partnerships       | • Acceptance of diversity | • Quality  |

### A brief history of Neami National

Neami National began its journey in Melbourne's northern suburbs in 1986 with a group of people wanting to improve the lives of their family members, friends and neighbours living with mental illness. From 1990 to 1996 major changes to mental health services in Victoria led to large growth and development for Neami and by 2000 we had transitioned from a small community agency to the primary rehabilitation and support services provider for people with a mental illness in the northern region of Melbourne. In 2003 Neami expanded its services to New South Wales (NSW) as part of the Housing Accommodation and Support Initiative (HASI) and the following year was successful in obtaining funding to expand services to South Australia.

Federal funding in 2007 for the Day to Day Living in the Community Program and the Personal Helpers and Mentors Program saw expansions to services in NSW and Victoria and the establishment of services in Western Australia (WA) as well as in Brisbane in 2009. In 2011 Neami's Victorian services continued to expand following the merger with Inner East Mental Health Service Association (IEMHSA) with services in Sydney also broadening to include an Aboriginal Assertive Outreach Service. Services in WA experienced growth in 2012 with the introduction of Individual Community Living and Support Packages and expanded further in 2013 with the sub-acute Service in Joondalup. Two more sub-acute services were set up in Dubbo and Broken Hill with 5 services now operating across Perth, Melbourne, and NSW.

Most recently 2014 saw growth in South Australia with Neami selected as service provider for the Local Health Network Residential and Home-based Crisis Respite Services. There was also considerable expansion of Neami's Victorian outreach services and the addition of Youth Residential Rehabilitation services as a result of the recommissioning of mental health community support services in Victoria. Today, Neami is one of Australia's largest and most innovative specialist community mental health services supporting over 3,000 people across the country.

# Five reasons to join Neami National

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## 1. A quality organisation

Neami National has a passionate commitment and 25 years' experience providing quality rehabilitation services to people with a severe and enduring mental illness. Great emphasis is placed on taking seriously the consumers' view about their recovery. As a result, Neami National has introduced the Collaborative Recovery Model of service delivery. The development of policy and practice that describes the level of consumer participation within the organisation consolidates Neami National's belief that consumer participation should influence all levels of decision making. In keeping with this, Neami National has a diverse representation including carers, local service providers, community members, and consumers that make up its Board of Directors.

## 2. A growing organisation

Neami National has an exciting growth rate – with increasing federal and state government funding, we have expanded in size from 500 to 2500 consumers accessing our service within the past ten years, resulting in employee numbers growing from 50 to over 700 staff. This growth has increased our operating budget to more than \$40 million. This has allowed Neami National to grow to 13 Services in NSW, 7 in SA, 3 in WA, 2 in QLD, and 22 in Victoria, and we foster ambitious growth plans for the future.

## 3. A learning organisation

Neami National has had a long-standing commitment to continuous improvement, training and development across the organisation, and was accredited by the Quality Improvement Council of Australia in 2004, 2007, 2010 and 2013. Neami National achieved high ratings in the three core standards of: Incorporating and Contribution to Good Practice, Human Resources, and Finance. As part of its commitment to ongoing learning and development, Neami National has reviewed and improved its Induction and Orientation program for new staff, developed targeted training, and further developed its Leadership Development Program. Alongside this, the Service Development team has supported the implementation of the Collaborative Recovery Model across all services. The Research Committee is hard at work developing a range of activities, from outcome measures, to consumer participation, to checking our fidelity with the Collaborative Recovery Model.

## 4. A well regarded organisation

Neami National has a distinguished reputation, and is highly regarded nationally by the NGO Mental Health, the clinical, and the community and housing sectors. The organisation is a member of the Mental Health Council of Australia, VICSERV Committee of Management in Victoria, the Mental Health Coordinating Council of NSW, and the Mental Health Coalition of South Australia. The CEO is currently the Chair, Audit and Compliance Committee of the Mental Health Council of Australia (MHCA) and a Director of Housing Choices Australia and Crisis Support Services in Victoria.

## 5. An organisation that values its staff

Teamwork is vibrant, reflective and challenging at service delivery, management and Board level. The culture at Neami National fosters a supportive and welcoming work environment, and a passion for its core work of providing support and rehabilitation services to people with a severe and enduring mental illness. As well as providing an attractive work environment, Neami National provides a range of exceptional employment conditions, from paid maternity/parental leave, to gratis and long service leave, to very generous salary packaging options for every staff member.