



Health

Western Sydney Local Health District

POSITION DESCRIPTION

Reference Number :	403149		
Recruitment Type	General Recruitment		
Position Number :	667271		
Position Title :	Senior Peer Worker		
Cost Centre :	Cost Centre	Code	%
	CUMB LW Adult Assertive Community Care	356010	100
Organisation unit :	NSW Health Service - Western Sydney Local Health District		
Location :	Various Locations		
Facility :	Mental Health		
Advertised Award/Classification	Health Education Officer - Graduate		
Registration/Licence Requirements :	Not Applicable		
Vaccination Category :	Category A		
Employment Screening Check			
National Criminal Record Check :	Yes		
Working With Children Background Check :	Yes		
Working With Aged Care Check :	No		
Responsible To :	Consumer Network Co-ordinator- Professionally Community Rehabilitation Services Team Leader- Operationally Adult Community Mental Health Manager Director of Community Mental Health		
Responsible For :	The provision of excellent service within the complexities of a patient centred care environment, in both hospital and community settings within Western Sydney Local Health District		

<p>Purpose Of Position :</p>	<p>Western Sydney Local Health District Mental Health Services is committed to building a supportive infrastructure to ensure the peer workforce is embedded in the culture of service delivery to people who experience mental illness.</p> <p>The peer support worker is integral to the concept of lived experience at all levels – including peer support to consumers and carers, peer mentoring, peer leadership, policy development and research. Peer support workers with lived experience of mental illness should be part of the workforce that deliver services to consumer groups who experience mental illness. They will effectively model hope, recovery, citizenship and connectedness.</p> <p>The peer support worker whilst performing their role will effectively and appropriately engage and establish rapport with consumers who have a shared understanding/experience of mental illness. They will provide support, empower, advocate, promote self-care for, and guide each consumer in their recovery, promoting independence, and self-efficacy.</p> <p>The peer support worker is focused on promoting a recovery philosophy which assists to demonstrate hope for consumer’s recovery journey, they will respect their experience, support their self-determination, identify and work towards collaborative goals or needs and promote their social inclusion within the community.</p> <p>The peer support worker will contribute to decreasing stigma and discrimination about having a lived experience of a mental illness, focusing on consumers strengths and possibilities whilst also supporting others ensuring they are the leads in their own recovery.</p> <p>The role of the peer support worker is to support the recovery of consumers by complementing the functions of clinical staff. A primary goal is to work collaboratively and positively with consumers and staff to facilitate effective participation in individual treatment and recovery. This position involves individual and group peer support, advocacy (supporting consumer’s to self-advocate and to speak out on their behalf when requested in accordance with policy guidelines and boundaries) and system improvement.</p>
	<ul style="list-style-type: none"> ● Work with Team Leaders to ensure continuity of care during discharge planning across the 7-day follow-up and 28-day post-discharge periods ● Support consumers who access the service to be actively involved in their own care through information including their rights and responsibilities, how to navigate the mental health system and other information and support as appropriate to their individual needs. ● Contribute to the discharge planning process by providing one-to-one peer support with consumers to facilitate continuity of care between acute inpatient and community teams in preparing and planning for discharge, including supporting the person to address those needs that impact on successful discharge, such as developing trusting and

Key Accountabilities :	<p>professional relationships with case managers and other support services.</p> <ul style="list-style-type: none"> ● Support people who access the service with their physical health and wellbeing goals related to their recovery journey, including promoting the importance of accessing GP services. ● Build and maintain close working partnerships with key stakeholders such as health services, non- government organisations, residential care facilities, GPs, and consumers and carers. ● Participate in the education, orientation and in-service activities to other members of the multidisciplinary mental health team, students, health and key partner organisations ● Assist in the coordination of and participate in both formal and informal consumer-focused service evaluation activities, including Your Experience of Service (YES) ● Under the guidance of staff participate in activities which facilitate the ongoing improvement and development of a quality and specialist services. ● Record all required clinical activity data via the appropriate and relevant systems and processes in the designated time frames and ensure that confidentiality is maintained at all times ● Undertake other duties which may be reasonably requested by the Manager.
	<p><i>All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.</i></p>
Challenges/Problem Solving :	<p>The Senior Peer Worker requires the ability to work respectfully and collaboratively with mental health services staff at all levels of the organisation, consumers, families and carers and other key stakeholders both internal and external. The position requires the ability to prioritise competing demands while remaining flexible, open and composed in difficult situations. There will be occasions requiring the Senior Peer Worker to work with consumers with complex presentations, including those with challenging behaviours, and maintaining personal resilience and mental wellbeing. The Senior Peer Worker will need to ensure a significant proportion of time is spent in face-to-face peer support/advocacy activities while maintaining timely reporting of work tasks and documentation of support provided.</p>
Communication :	<p>Communication with a range of staff from various disciplines across the mental health service will be required. Communication with consumers , carers , family members and staff working within other support services will be a key aspect of this role.</p>
Decision Making :	<div data-bbox="443 1308 456 1420" style="border: 1px solid black; height: 50px; width: 8px; margin-left: 20px;"></div> <p>Decision making is guided by Western Sydney Local Health District policies and procedures, NSW Health Policy Directives, Information Bulletins and Guidelines, relevant legislation.</p>

	Consult with the Team Leader / and or Consumer Network Coordinator regarding difficult decisions or ethical dilemmas
Selection Criteria :	<p>Selection Criteria</p> <ol style="list-style-type: none"> 1. Relevant tertiary qualifications at graduate level or above in: population health, health promotion, public health, communications, management or other relevant areas such as nursing, allied health, education etc. 2. Understanding of and commitment to consumer led recovery principles with the ability to utilise the lived experience to support others with their own mental health recovery journey; with evidence of personal experience as a consumer of mental health services. 3. Demonstrated clear written and verbal communication and negotiation skills including information technology skills. 4. Ability to work independently and as part of a multi-disciplinary team and actively contribute to clinical care planning processes in a team setting. 5. Ability to plan, implement and evaluate group and individual program activities 6. Able and willing to share aspects of your personal treatment and recovery experience to role model recovery, support, understanding, respect and learning of others. 7. Demonstrated ability to develop and maintain effective partnerships with a range of key stakeholders, GP's, non-government organisations, inpatient & community MH teams, consumers and carers. 8. A past or current personal lived experience of a mental health issue.
Staffing :	N/A
Budget :	N/A
Financial Delegation:	As per the Delegations Manual

JOB DEMANDS CHECKLIST

Physical Demands	
	Frequency
Sitting - remaining in a seated position to perform tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Frequent
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Frequent
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Not Applicable
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Infrequent

Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Infrequent
Kneeling - remaining in a kneeling posture to perform tasks	Infrequent
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Infrequent
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Infrequent
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Occasional
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Occasional
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Not Applicable
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Not Applicable
Reaching - Arms fully extended forward or raised above shoulder	Occasional
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Infrequent
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Infrequent
Hand & Arm Movements - Repetitive movements of hands and arms	Infrequent
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Not Applicable
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving - Operating any motor powered vehicle	Occasional
Sensory Demands	
	Frequency
Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	Frequent
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Frequent
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Not Applicable
Taste - Use of taste is an integral part of work performance e.g. Food preparation	Not Applicable
Touch - Use of touch is an integral part of work performance	Not Applicable
Psychosocial Demands	
	Frequency
Distressed People - e.g. Emergency or grief situations	Frequent
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Frequent
Unpredictable People - e.g. Dementia, mental illness, head injuries	Frequent
Restraining - involvement in physical containment of patients / clients	Not Applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Occasional
Environmental Demands	
	Frequency
Dust - Exposure to atmospheric dust	Not Applicable
Gases - Working with explosive or flammable gases requiring precautionary measures	Not Applicable
Fumes - Exposure to noxious or toxic fumes	Not Applicable
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Not Applicable
Hazardous substances - e.g. Dry chemicals, glues	Not Applicable
Noise - Environmental / background noise necessitates people raise their voice to be heard	Occasional
Inadequate Lighting - Risk of trips, falls or eyestrain	Not Applicable
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Infrequent
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Not Applicable
Confined Spaces - areas where only one egress (escape route) exists	Not Applicable
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Not Applicable
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Not Applicable
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Not Applicable
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Not Applicable

As the incumbent of this position, I confirm I have read the Position Description and Job Demands Checklist, understand its content and agree to work in accordance with the requirements of the position.

Employee Name: _____

Employee Signature _____ Date: _____

Manager's Name: _____

Manager's Signature _____ Date: _____