

# POSITION DESCRIPTION

<b>Position:</b>	<b>Mental Health Peer Worker</b>
<b>Department:</b>	ACSO Connect
<b>Award:</b>	SCHCADS Services Industry Award (2010)
<b>Award Classification</b>	Level 3, Pay point 4
<b>Time Fraction:</b>	Part Time
<b>Reports To:</b>	Team leader
<b>Position Tenure:</b>	Permanent
<b>Date of Review</b>	June 2015

## Australian Community Support Organisation (ACSO)

Established in 1983, ACSO is an organisation with a bold vision to create a safe and inclusive community freed of crime and prisons. It's our goal to reduce re-offending and our mission is to help people transition from prison, assist them in the community, stop them from re-offending and intervene to divert others from committing crime.

We offer innovative services responding to unemployment, mental illness, disability, homelessness, substance use and offending behaviour throughout the metropolitan area and regional Victoria. These services are delivered through our 'wrap around' service delivery model that integrates prevention programs, housing, high risk and complex needs services, community integration and employment services; to achieve better outcomes for our clients and the communities we serve.

### DEPARTMENT / SECTION

The Intake and Assessment services division provides the first point of access to Mental Health Community Support Services, and Alcohol and other Drug treatment services. This division provides assessment, support and treatment planning, co-ordination and payment for treatment for individuals with mental health, and drug and/or alcohol problems referred by service providers, Family or carers, GPs, local health care centres or via self referral. Intake and Assessment services are delivered at a catchment based level across Regional Victorian catchments.

### POSITION OBJECTIVE

ACSO values the unique perspective and contribution of those with a lived experience of Mental Health issues and the input that they can provide to our service delivery. This position provides direct support to consumers accessing ACSO's Mental Health Intake and Assessment services., drawing directly upon their lived experience of mental health issues and accessing mental health services. The Mental Health Peer Worker will provide direct consumer support under the direction of the Senior Clinician which is inclusive of telephone counselling, group based support and the development of self help resources for consumers and their families whilst they await service.

### KEY WORKING RELATIONSHIPS

#### Internal

- Team leader
- Intake and Assessment Clinician – Intake
- MHCSS consumers and their families
- Assistant Manager, Intake and Assessment Services
- Senior Manager ACSO Connect

#### External

- Department of Health
- Department of Human Services
- Services Connect
- MHCSS providers
- Other relevant parties, partners

### POSITION SPECIFIC RESPONSIBILITIES & ACCOUNTABILITES

Characteristics, Responsibilities & Requirements	Measures of success
<b>Characteristics</b> <ul style="list-style-type: none"> <li>➢ Level of Guidance               <ul style="list-style-type: none"> <li>➢ Works under general direction in applying established procedures, methods and guidelines</li> </ul> </li> <li>➢ Definition of tasks               <ul style="list-style-type: none"> <li>➢ Experience, knowledge and judgement are used solve problems of limited difficulty</li> </ul> </li> </ul>	

<ul style="list-style-type: none"> <li>➤ Time Management <ul style="list-style-type: none"> <li>➤ Required to manage their own workload and coordinate with activities of other staff members</li> </ul> </li> </ul>	
<p><b>Responsibilities</b></p> <ul style="list-style-type: none"> <li>➤ Abide by the ACSO Mission Statement and Values</li> <li>➤ Work collaboratively and at the direction of the Senior Clinician ensuring a recovery oriented, hope-inspired approach to service delivery at all times</li> </ul> <p><b>Program delivery</b></p> <ul style="list-style-type: none"> <li>➤ Support consumers to identify short and long term goals, informing development, implementation, monitoring, evaluation of their assessment and service plans as a component of Intake and Assessment Services</li> <li>➤ Utilising principles of recovery oriented practice, support and assist consumers to develop skills and appropriate positive relationships through role modelling, peer support and implementation of peer support programs</li> <li>➤ Educate, encourage and support consumers to engage in MHCSS or other relevant service provision , as well as to build and utilise self help skills to be able to manage their own mental health and recovery better</li> <li>➤ Design, deliver and implement weekly peer support and self help groups for consumers while they are waiting for service</li> <li>➤ Establish community partnerships and work collaboratively with key stakeholders for the purposes of group program planning and service delivery</li> </ul> <p><b>Team work and administration</b></p> <ul style="list-style-type: none"> <li>➤ Participate in the ACSO Consumer Advisory Group and undertake training and development activities in accordance with ACSO's Peer Model</li> <li>➤ Provide consultation, advice and support to ACSO's Leadership Group on key issues as they relate to the Consumer Participation framework</li> <li>➤ Maintain the electronic file and case notes for each client as required and ensure Stakeholders are provided effective reports and communication</li> <li>➤ Scanning client information for inclusion in electronic client files.</li> <li>➤ Maintaining strict confidentiality with regard to information and data accessed in the course of carrying out the duties described above.</li> <li>➤ To participate in staff supervision, professional development programs, quality improvement activities and program evaluation as required.</li> <li>➤ Contribute to, and take part in, quality assurance and other certification processes.</li> <li>➤ Abide by ACSO policy and administration recording guidelines. This includes maintaining confidentiality in all areas of your work and writing of reports where indicated</li> <li>➤ Fully participate in personal safety training programs relating to work safety.</li> <li>➤ Undertake other duties as directed, which directly or indirectly relate to the subject matter of this job description.</li> <li>➤</li> </ul>	
<p><b>Requirements</b></p> <ul style="list-style-type: none"> <li>➤ <u>Skills, Knowledge and Qualifications</u></li> <li>➤ Lived experience as a consumer of mental health or similar community services</li> <li>➤ Certificate 4 (or willingness to obtain) in relevant discipline or extensive experience in the sector</li> </ul>	

<ul style="list-style-type: none"> <li>➤ <u>Organisational Relationships</u> <ul style="list-style-type: none"> <li>➤ Operate as a member of a team</li> </ul> </li> <li>➤ <u>Extent of Authority</u> <ul style="list-style-type: none"> <li>➤ Freedom to act within established guidelines and documented methods</li> </ul> </li> <li>➤ <u>Progression</u> <ul style="list-style-type: none"> <li>➤ Promotion required to progress to Level 4</li> </ul> </li> </ul>	
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## SELECTION CRITERIA

### **Essential Criteria:**

- Lived experience as a consumer of mental health services
- Relevant tertiary qualifications, with a minimum requirement of Certificate IV in Disability, Mental Health or equivalent (or willingness to obtain), and/or relevant experience in the area.
- Ability to assist clients in activities as described in Duties / Key Result Areas.
- Ability to develop, implement and evaluate peer support programs
- Ability to work within stressful environments.
- Ability to work as a member of a team in a multidisciplinary environment.
- Ability to relate to clients in a positive peer equivalent manner and to work well as part of a team.
- A demonstrated knowledge of the relevant and current legislation relating to the client group including the Mental Health Act and Privacy Act.
- Well developed interpersonal and communication skills, including the ability to negotiate, liase and consult with a wide range of staff in both government and non-government organisations.
- Effective verbal and written communication skills
- Current First-Aid Certificate (Level 1 or above).
- Current Victorian Drivers Licence.

### **Desirable Criteria:**

- Experience with supporting individuals who have experienced complex problems such as; substance use, mental illness, intellectual disability, homelessness and those with a Forensic background is desirable
- Experience developing and/or facilitating peer support group programs
- Knowledge of issues pertaining to working with young persons, or persons who have Mental Health issues.
- Experience in working at a direct care level with the client group.

## ORGANISATIONAL INFORMATION

### **OUR VISION**

A safe and inclusive community, freed of crime and prison.

### **OUR MISSION**

We help people transition from prison, assist them in the community, stop them from re-offending and divert others from committing crime.

### **OUR ETHOS**

“Create another chance”

### **OUR CORE VALUES**

- **PASSION** – Our heart and passion is at the core of everything we do.
- **BELIEF IN HUMANITY** – We believe that everyone deserves another chance and is entitled to opportunities which can help them to change their lives and realise their potential.
- **INTEGRITY** – We are genuine in our relationships with clients and each other, always true to ourselves and courageous in our approach.
- **PIONEERING SPIRIT** – We are willing to explore and develop new and innovative solutions and take on the challenges that confront us.

**OUR OPERATIONAL GOALS**



**RECOVER REHABILITATE REINTEGRATE**

- **Recover:** We promote, support and believe in the values of hope and recovery in all of our work.
- **Rehabilitate:** We develop rehabilitation programs that divert people from committing crime or re-offending by helping them address and change problem behaviour.
- **Reintegrate:** We reintegrate people from prison back into the community, housing them and assisting them to successfully re-enter the workforce.

ACSO is an equal opportunity employer. Selection will be based on assessing demonstrated performance of the skills, knowledge, behaviours and other personal qualifications relevant to the role.

The Mental Health Peer Worker will participate in performance reviews on an annual basis conducted by the Senior Clinician or Team Leader in the nominated catchment. This Position Description will be reviewed as a part of performance appraisal and the implementation of Intake and Assessment Services 6 months from the date of commencement.

**Other Relevant Information**

- ACSO is a totally smoke free workplace
  - The position is subject to the terms set out in the ACSO Human Resources Policy, Staff Code of Ethics, and any future addition or variations to them. Tenure of the position is conditional upon ongoing observance of the ACSO Staff Code of Ethics (attached).
  - ACSO requires a satisfactory police check to be carried out and some positions may require a satisfactory Working With Children Check
  - ACSO is an EEO Employer.
  - ACSO has a commitment to OH&S. Thus it is a condition of employment that staff comply with all health and safety related policy and procedures and take part in activities designed to improve the health and safety of the workplace.
- It is a condition of employment that all staff take part in ACSO's Quality Improvement Process, and that they take part in and assist in any evaluations of the whole or any part of the Program or of ACSO or its other programs as required.
  - Staff are expected to take part in any training or courses relevant to their area of work as may be deemed appropriate.

**AUTHORISATION**

I have read, understood and accepted this position description as the basis of this role.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Senior Manager

ACSO reserves the right to review and amend this document at its discretion.