

## POSITION DESCRIPTION

<b>DATE REVISED:</b>	30 <sup>th</sup> March 2017
<b>POSITION:</b>	Peer Support Worker (Consumer) Enhanced Post Discharge Support Initiative Part time 0.8 FTE (24 months fixed term with evaluation and review)
<b>AWARD/AGREEMENT:</b>	Victorian Mental Health Services Enterprise Agreement 2012-2016
<b>CLASSIFICATION TITLE:</b>	Community Development Worker Grade 1
<b>DEPARTMENT/UNIT:</b>	Alfred Acute Inpatient Psychiatry
<b>CLINICAL PROGRAM:</b>	Psychiatry - Adult
<b>DIVISION:</b>	Operations
<b>REPORTS TO:</b>	Enhanced Post Discharge Support Coordinator
<b>OPERATIONALLY ACCOUNTABLE TO:</b>	Acute Operations Manager – Inpatient Psychiatry

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## ALFRED HEALTH

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities, The Alfred, Caulfield, and Sandringham.

Further information about Alfred Health is available at [www.alfredhealth.org.au](http://www.alfredhealth.org.au)

## OUR VALUES

Our staff are expected to demonstrate and uphold our values of:

**Integrity, Accountability, Collaboration and Knowledge.**

Our values provide the platform for the way we work and the decisions we make. Through this approach, our Vision and Mission are achieved.

This position is supported by Alfred Health providing:

1. Organisational orientation (policies, procedures, OH&S and the Alfred Psychiatry teams)
2. Peer supervision (One-on-One and Group)
3. Development training
4. A peer workforce community

## PEER VALUES

Alfred Health peer workers use their own lived experience to inspire hope and belief in recovery; to support self-determination through connections developed from a mutual stance; to facilitate self-exploration and discovery; and to act as a change agent to support and develop workplace environments, systems and approaches that are best practice and free from discrimination.

## **ALFRED PSYCHIATRY PROGRAM, DEPARTMENT AND UNITS**

Alfred Psychiatry is responsible for the operation of services which focus on people with mental illness residing in the Inner South Eastern area of Melbourne.

Services are provided by a number of teams located at the Alfred Hospital (Commercial Road, Prahran) and at St. Kilda Road Clinic, Waiora Clinic in Armadale, Alma Road CCU in St. Kilda, the Child & Adolescent Service located in Moorabbin and Headspace Centres are located at Elsternwick, Bentleigh, Frankston, Dandenong and Narre Warren. Aged Psychiatry Services are based at Caulfield Hospital and include a 15 bed inpatient unit, a community psychiatry program and consultation liaison service. Alfred Psychiatry also works in partnership with relevant local non-government and social support agencies.

## **DEPARTMENT**

Acute inpatient psychiatry consists of First Floor Psychiatry providing 28 acute inpatient beds with 6 high dependency beds and Ground Floor Psychiatry providing 30 bed acute beds incorporating an 8 bed high dependency unit inclusive of 4 state-wide psychiatric intensive care beds. Dedicated nursing and medical teams are attached to each unit

Working across the acute inpatient psychiatry department is a multi-disciplined team of allied health professionals. Made up of clinical and non-clinical people this team provides a range of therapeutic services, including group programs. The focus is to create an environment that facilitates and supports a recovery focused approach that strives to minimise system barriers to the recovery process.

## **POSITION SUMMARY**

This exciting new role will provide individual and group support to consumers in the discharge planning process and support post discharge from hospital, with the aim to reduce the likelihood of unplanned re-admissions. As a member of the multi-disciplined allied health team this role provides peer insight and practical support to the team and consumers empowering them in determining individual recovery pathways.

Using excellent communication skills this role seeks to work closely with consumers to address their questions, provide information and support in accessing community services and support consumers in their transition from hospital to the community.

Working collaboratively with co-workers the peer support role will inform, develop and contribute to recovery principles within their team using their lived experience perspective.

All peer support workers will receive training and supervision.

This position is for a fixed term 24-months and will be subject to evaluation and review.

## **KEY RESPONSIBILITIES**

- Assist in identifying consumers within the organisation that are at high risk of re-admission to hospital within a 28 day period following discharge
- Engage people accessing the Acute Inpatient program and provide one to one peer support in their preparation and planning for discharge using personal experience to model hope, share skills and share knowledge
- Provide support to consumers to transition from a hospital admission back to the community in which they reside
- Work closely with service providers, clinicians, family support workers, and community organisations to promote a team approach to care that is sensitive and responsive to the needs and views of consumers and ensure the service is easily understood by those receiving services
- Provide support to consumers to identify and access appropriate community based services that will support their unique recovery needs on discharge from hospital
- Participate in and co-facilitate groups on the inpatient unit, utilising lived experience, to enhance engagement with consumers and assist in preparation for discharge

- Participate in Peer Support Reflective Practices and Supervision and maintain appropriate self-care practices
- Undertake appropriate documentation and data collection relevant to the role
- To share peer perspectives through education, training, and professional development within the team as required
- To contribute a peer perspective, information and reports on the activity and outcomes of the Enhanced Post Discharge Support Initiative
- Participate in relevant training and ongoing professional development

#### **QUALITY, SAFETY, RISK and IMPROVEMENT**

- Maintain an understanding of individual responsibility for client safety, quality & risk and contribute to organisational quality and safety initiatives
- Follow organisational safety, quality & risk policies and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Work with the principles of Client Centred Care.
- Comply with Alfred Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

#### **OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF:**

- Ensure compliance with relevant Alfred Health clinical and administrative policies and guidelines.
- Comply with relevant privacy legislation.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Alfred Health.
- In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.

#### **KEY CAPABILITIES:**

##### **Capabilities - Essential**

- Lived experience of mental health distress/challenges
- Experience working or volunteering in a peer support role
- Effective communication skills and an ability to communicate in everyday, non-clinical language across a wide range of settings with people from diverse backgrounds and philosophies
- Recognition and understanding of own personal recovery process and ability to use this appropriately to support others

- Maintain professional boundaries with consumers, carers and staff
- Self-aware and able to take responsibility for own mistakes, successes, weaknesses and strengths as well as able and willing to seek support
- Knowledge of peer support principles and the ability to support people from a mutual perspective by sharing lived experience. Supporting them to discover their own solutions
- Ability to role model hope and belief in recovery
- Ability to work with people from a strengths perspective
- An approachable and open manner and attitude that supports the ability to communicate one's own viewpoint whilst respecting the views of others
- Knowledge and experience of the mental health system
- Knowledge and ability to share information about on-going support and community resources in the wider community
- Ability to organise workload and manage time effectively

#### **Capabilities - Desirable**

- Demonstrated ability in working with people, particularly within a community development or health promotion framework
- Experience in working within a multidisciplinary team, and an understanding of the dynamics of a positive team culture
- Understand the role of supervision, ongoing personal/professional development and other mechanisms that sustain motivation and enthusiasm
- Experience in education or training
- Experience in group facilitation
- Capability with using contemporary technologies (e.g. Computer skills in Microsoft Office. Experience of an integrated computer system)
- Experience of public mental health psychiatric inpatient unit settings

#### **QUALIFICATIONS/EXPERIENCE- DESIRED**

Certificate IV in Mental Health Peer Work or Certificate IV in Mental Health or other relevant qualification.

#### **Other relevant information:**

Current Victorian Driver's License

Satisfactory completion of a Police Check

Satisfactory completion of Working with Children Check

**Position Description authorised by:**

**Date:**