

Peer Mentor



Mind Australia Limited is a leading community managed specialist mental health service.

We provide personalised care, support and life skills education to help people gain better mental health and improve the quality of their lives. Our approach is flexible, non-judgemental and family sensitive.



Position details

Peer Mentor

Position reference	17641
Position type	Full time or Part time positions available until 30 June 2018 working across the Inner City and Northern Municipalities
Classification	CMHP 1/1
Remuneration	\$50,108 p.a. (pro rata for part time) plus 9.5% superannuation, salary packaging and shift allowances
Service	Thrive Mental Health and Wellbeing Centres
Area/division/state	North West Community Services /North West Division /Victoria
Effective date	May 2017

Position purpose

Peer Mentors will be responsible for providing recovery focused assistance to people who may benefit from the wide range of services offered through Thrive.

The Peer Mentor will use their lived mental health experience to assist people towards their chosen life goals rather than focussing on illness or deficits.

Service information

Thrive Mental Health and Wellbeing Centres offer a targeted range of supports and services that aim to maximise recovery outcomes. Our Thrive services include group education and learning, mentoring and coaching, education and vocational support, housing and linkage services, counselling and NDIS planning and access supports. Thrive services operate in the context of local community, with a focus on supporting people to achieve their better life goals.



Key responsibilities

<p>Provide direct support to individual customers</p>	<ul style="list-style-type: none"> • Assist with skills training, including coping skills, life skills, anger management, problem solving and conflict resolution. • Engage and assist participants to improve access to services. • Provide regular mentoring and life skills support to participants. • Provide short-term focused interventions, psycho-education, assistance and peer coaching and mentoring to participants. • Actively and appropriately share knowledge gained through one's lived experience of mental ill-health and recovery with team members and advocate for the client. • Utilise best practice, evidence-based interventions. • Work within appropriate boundaries and share knowledge and experience gained through reflection of one's lived experience of mental ill-health and recovery to inform one's work. • Utilise intentional peer support (IPS) and peer coaching methodology as a practice lens.
<p>Provide support to the team</p>	<ul style="list-style-type: none"> • Ensure that staff skills and menu offerings are offered as appropriate. • Liaise with Support Coordinator and other workers as necessary. • Take responsibility for ensuring the individual target of 85% billable time is met, and take joint responsibility to assist the team to meet targets. • Pro-actively work with other team members to cover for leave, and sickness, as required. • Participate in the duty roster for concierge support and welcome sessions.
<p>Working in the customer's community</p>	<ul style="list-style-type: none"> • Work with families, carers and other mainstream supports. • Ability to plan, implement and evaluate a range of programs, including group, educational and / or therapeutic peer responses. • Build an understanding and awareness of risks that are particular to working as part of a multidisciplinary service centre and respond as appropriate.
<p>Work with local service providers</p>	<ul style="list-style-type: none"> • Be confident liaising with peer and community mental health support staff including contractors as well as a broad range of internal and external stakeholders.
<p>Working with stakeholders</p>	<ul style="list-style-type: none"> • Work in liaison with the broader MA NDIS services. • Actively contribute to the establishment and maintenance of constructive relationships within the team.
<p>Other</p>	<ul style="list-style-type: none"> • Documents all activities using Mind's ICT system and processes including the collection of appropriate records and case notes for service billing. • Actively participate, contribute to team and wider organisational initiatives • Undertake relevant training and professional development, including regular supervision. • Take personal responsibility for the quality and safety of work undertaken. • Contribute to service delivery improvements. • Support broader Thrive activities including welcome sessions, intake and customer surveys. • Other duties as delegated.

Reporting relationships

Reports directly to the Centre Lead

Position requirements

- A personal lived experience and recovery journey of mental illness
- Tertiary qualifications (minimum certificate IV) in Peer work, Mental Health or other health related field as designated by Mind (preferred)
- Cert III and relevant work experience will be considered
- Current valid Driver's License.
- Current National Police Record Check.
- Current Working With Children Check (Employee).
- Not listed on the Disability Worker Exclusion Scheme list

Key capabilities

1	Responsiveness (PA-Res-1)	Adapts to changing priorities flexibly, proactively and easily
2	Customer service (RS-Cus-1)	Provides consistent, professional, ethical and responsive customer service to customers and stakeholders
3	Communication (RS-Com-1)	Communicates clearly, professionally and appropriately
4	Commitment to team (RS-Ctm -1)	Actively cooperates and contributes to team discussions with a focus on creating solutions
5	Planning and prioritising (RE-Pap-1)	Prioritises individual tasks and priorities in line with broader team goals and monitors progress
6	Safety (BE-Saf-1)	Demonstrates commitment to personal safety and the safety of others

Conditions of employment

This position is full-time or part-time working 30 June 2018 working across the Inner City and Northern Municipalities. Working days will generally be across seven days or as required by the service worked between the hours of between the hours of 8am to 6pm as required, however afternoon, evening and weekend shifts may be a requirement of the role.

Please note that the work pattern may be subject to change to meet the needs of the service.

You are able to salary package a tax free amount, which is currently up to \$15,900 per FBT year, plus other items including meal and entertainment and accommodation. The amount available for salary packaging will be subject to Commonwealth legislation as it applies from time to time and on the basis that Mind will not incur any liabilities for FBT. Mind offers salary packaging through an outsourced provider (currently RACV Salary Solutions).

Other conditions are as per Mind's industrial agreement.

Employer superannuation contribution will be paid according to the legislative requirement.

Appointment is subject to a six month probationary period of employment.

Mind Australia is committed to diversity and social inclusion. We welcome applications from Indigenous Australians, people with disability, those who identify as LGBTI and applicants from culturally and linguistically diverse backgrounds

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