



## POSITION DESCRIPTION

<b>Core Mercy Values:</b>	Compassion, Hospitality, Respect, Innovation, Stewardship, Teamwork		
<b>Position title:</b>	Peer Support Worker Level 2 - Post Discharge (Consumer)	<b>Employee name:</b>	
<b>Entity/Group:</b>	Mercy Mental Health	<b>Date:</b>	
<b>Business Unit/Department:</b>	Recovery Services		
<b>Position reports to:</b>	Post Discharge Support Team Senior Clinician		
<b>Position Purpose:</b>	<p>This role has been specifically developed for people who have lived experience of mental health challenges.</p> <p>The Peer Support Worker will work collaboratively with people who have lived experience of mental health challenges. This role has been developed specifically for people who have lived experience of mental health challenges.</p> <p>The Peer Support Worker will provide support to clients in the discharge planning and post discharge periods to minimize the risks of unplanned re-admission. As an integral member of the multidisciplinary team, the Peer Support Worker will provide practical assistants to clients to lead their own recovery process.</p>		
<b>Qualifications:</b>	<p>Experience as a Consumer of mental health services and personal competencies to carry out the role.</p> <p>Current Victorian Driver's Licence</p>		
<b>Resource management:</b>	<b>Annual Operating Expenditure:</b>	N/A	
	<b>Annual Capital Expenditure:</b>	N/A	

<b><i>Mandatory Organisational Competencies</i></b>	<b><i>Personal Competencies</i></b>	<b><i>Job Competencies</i></b>
<ul style="list-style-type: none"> <li>• Orientation (on commencement)</li> </ul>	<ul style="list-style-type: none"> <li>• Commitment to the Mercy values.</li> </ul>	<ul style="list-style-type: none"> <li>• Comply with the requirements of the annual organisational mandatory and role related competencies policy and procedure.</li> </ul>
<ul style="list-style-type: none"> <li>• Equity &amp; Inclusion (annual)</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated ability to build relationships with people at all levels.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the different roles within the inpatient unit.</li> <li>• An understanding of the mental health service system and consumer issues</li> </ul>
<ul style="list-style-type: none"> <li>• Emergency Procedures (annual)</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work as part of a team.</li> </ul>	<ul style="list-style-type: none"> <li>• Assists others in their role through information sharing and goal oriented discharge plans</li> </ul>
<ul style="list-style-type: none"> <li>• Work Health &amp; Safety (annual)</li> </ul>	<ul style="list-style-type: none"> <li>• Previously or currently a consumer of mental health services</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work within the framework of the post discharge program and to complete tasks within set dates</li> </ul>
<ul style="list-style-type: none"> <li>• Infection Control (annual)</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work with clients to reconnect with social networks and the local community</li> </ul>	<ul style="list-style-type: none"> <li>• Assist with the referral process to ensure the client has discharge plans which provide access to recovery pathways</li> </ul>
	<ul style="list-style-type: none"> <li>• Good organisational skills</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to use work processing applications</li> <li>• Ability to enter data into medical information systems</li> </ul>

<b><i>Generic Requirements</i></b>
<ul style="list-style-type: none"> <li>• Act professionally and in accordance with the Mercy Health Code of Conduct</li> </ul>
<ul style="list-style-type: none"> <li>• Maintain clinical registration (where applicable)</li> </ul>
<ul style="list-style-type: none"> <li>• Participate in annual performance development review (PDR) process</li> </ul>

<b><i>Key Result Areas</i></b>	<b><i>Key Activities</i></b>	<b><i>Standard Measures</i></b>
<ul style="list-style-type: none"> <li>• <b>Demonstrates and upholds the Values and Mission of Mercy Health.</b></li> </ul>	<ul style="list-style-type: none"> <li>• Ensure the values of Mercy Health are incorporated into daily work practices.</li> </ul>	<ul style="list-style-type: none"> <li>• Shows compassion and provides support to colleagues and patients.</li> <li>• Consistently shows respect and values each person's dignity.</li> <li>• Seeks opportunities to be innovative for improvement.</li> </ul>

<b>Key Result Areas</b>	<b>Key Activities</b>	<b>Standard Measures</b>
		<ul style="list-style-type: none"> <li>• Communicates openly and honestly as an effective team member.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Demonstrates an understanding of individual responsibility for safety, quality &amp; risk and participates in organisational quality and safety initiatives.</b></li> </ul>	<ul style="list-style-type: none"> <li>• Maintain a safe environment for patients/self/colleagues and members of the public.</li> <li>• Escalate concerns regarding safety, quality &amp; risk to an appropriate staff member.</li> <li>• Participate in evaluation and continuous improvement and clinical indicator processes.</li> <li>• Demonstrate the principles of Person Centred Care: <ul style="list-style-type: none"> <li>○ Respect &amp; Dignity</li> <li>○ Information Sharing</li> <li>○ Participation</li> <li>○ Collaboration.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Risk controls implemented.</li> <li>• Incident/s reported as soon as practicable.</li> <li>• Undertake incident investigations.</li> <li>• Orientation completed.</li> <li>• Training up to date.</li> <li>• Accreditation outcomes.</li> <li>• Patient satisfaction and experience survey results.</li> <li>• Participate in implementation and delivery of annual quality plan and business plan.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Practices under a Recovery Orientated Mental Health Service Framework</b></li> </ul>	<ul style="list-style-type: none"> <li>• Mercy Mental Health acknowledges the lived experience and insights of people with mental health issues and their families are at the centre of recovery orientated culture and that people have the right to be respected for experience, expertise and strengths they contribute</li> </ul>	<ul style="list-style-type: none"> <li>• Acknowledges the diverse and individual needs of consumers, cares, families and support people</li> <li>• Advocates for consumers to support their experience and recovery process</li> <li>• Demonstrates an organisational commitment to a recovery vision</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Engages in direct contact with consumers to provide peer support</b></li> </ul>	<ul style="list-style-type: none"> <li>• Engages in meaningful relationships with consumers and their families/carers.</li> <li>• Supports recovery for consumers with senior clinicians</li> <li>• Knowledge of peer support principles and the ability to support others from a mutual perspective</li> <li>• Attend and contribute to discharge planning meetings, clinical reviews and multidisciplinary team activities and co-</li> </ul>	<ul style="list-style-type: none"> <li>• Recognition of their own personal recovery process and the ability to use this appropriately to support others</li> <li>• Provide practical assistance to clients to lead their own recovery process</li> <li>• Document progress note on admission after initial consultation and evidence of follow up post discharge</li> </ul>

<b>Key Result Areas</b>	<b>Key Activities</b>	<b>Standard Measures</b>
	ordinate the peer support program based on the client's discharge date <ul style="list-style-type: none"> <li>• Use experience as a consumer to make decisions with clients regarding service options</li> <li>• Assist clients to develop skills and knowledge that can be transferred to the community upon discharge</li> </ul>	
<ul style="list-style-type: none"> <li>• <b>Supports and contributes to the mentoring and role modelling for Level 1 Peer Support worker and clinical staff</b></li> </ul>	<ul style="list-style-type: none"> <li>• Guide, orientate and mentor Peer Workers Level 1</li> <li>• Provide role modelling of alternative strategies and engagement styles to staff</li> </ul>	<ul style="list-style-type: none"> <li>• Recognition of their own personal recovery process and the ability to use this appropriately to support others</li> <li>• Communicate advance alternative views within the workplace</li> <li>• Negotiates complex interpersonal relationships</li> </ul>

**Employee's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Manager Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_