



PEER SUPPORT WORKER

POSITION DESCRIPTION

SECTION A: POSITION DETAILS

Position title:	Peer Support Worker
Employment Status:	Part-Time (0.5 FTE)
Classification and Salary:	CSD Level 1-2 from \$44,345 - \$51,273 pa (Pro Rata) dependant on experience
Location:	Neami Wollongong
Hours:	Monday to Friday
Contract Details:	Maternity Contract

ORGANISATIONAL CONTEXT

Neami is a national not-for-profit mental health organisation that has been providing psychosocial rehabilitation and support to people with a mental illness for over 20 years. A range of federally and state funded programs are offered at 30 service sites in Australia.

As a progressive organisation Neami uses the Collaborative Recovery Model (CRM) to further its commitment to consumer participation and recovery through a strengths-based approach to service delivery. Neami offers a reflective team environment and attractive benefits to all staff. Neami delivers a range of rehabilitation and support services tailored to meet the individual needs of consumers. Working within a recovery based framework, this support is aimed at assisting consumers to develop independent living skills, a sense of social inclusion, and ownership of their recovery. Neami's work with consumers occurs within the context of their community of friends, family and neighbourhood.

POSITION OVERVIEW

Peer Support Workers are integral members of the team at many Neami sites. Drawing on their lived experience of a mental health issue and recovery, Peer Support Workers instill confidence and hope in others about the journey of recovery. At some sites Peer Support Workers facilitate Flourish, a peer facilitated recovery-based self-development program. The program focuses on individual strengths and values in aspiring towards personal goals and self-directed change. At other Neami sites Assertive Outreach Peer Support Workers collaborate with outreach teams to assist people who are homeless to identify and work towards seeking suitable accommodation and address other needs. Whilst the Peer Support Worker role varies slightly from site to site, Peer Support Workers are an important element of the team approach and bring the wisdom of experience to many aspects of service delivery including intake interviews, service promotion, group programs and case reviews. As with other Neami staff, Peer Support Workers have access to a tailored training program and to regular supervision.

The Peer Support Worker will work collaboratively in planning and co-facilitating a peer facilitated group based self development program known as Flourish. The Peer Support Worker may also assist new consumers in their entry into the service and in providing individual support to consumers focusing on their strengths to achieve their identified goals.

PERIOD OF EMPLOYMENT

Ongoing, subject to a 3-month probationary period

ACCOUNTABILITY

The Peer Support Worker is accountable to the Service Manager.

CONDITIONS OF EMPLOYMENT

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – Consumer Service Delivery Level 1 - 2: \$44,345 - \$51,273 depending on experience. A number of conditions are available to all staff, including generous salary packaging which can increase the take home wage by more than \$7,000 pa (Pro rata). Criminal record checks are mandatory for all new appointments.

APPLICATION PROCEDURE

To discuss the position, please contact:

Penny Wooster, Wollongong Service Manager

Applications should include a CV, a Cover Letter explaining your interest in the position and working at Neami. Please include three current referees.

Please refer to the “Apply for a Job” tab on our website to submit your application. Please ensure the files are in Word (.doc) or Adobe Reader (.pdf) format.

Written applications may be sent to:

Positions Vacant –

Peer Support Worker

Re: Neami Wollongong

Neami Limited

305 Arthur Street

Fairfield VIC 3078

Closing date for applications: 02nd March 2012 at 5.00pm]

Further information about Neami Services may be found on the Neami Website: www.neami.org.au

INFORMATION SESSION

We warmly invite you to an information session on 28th February 2012 at

Neami Wollongong
4 Thomas Street
Wollongong, NSW 2500

Session Time
6.30 – 7.30

For any queries please phone Penny Wooster 02) 4226 3277

SECTION B: KEY RESPONSIBILITIES

BRINGING YOUR LIVED EXPERIENCE, KNOWLEDGE, SKILLS AND ABILITIES TO:

- Engage consumers and develop trusting and professional relationships that respect worker / consumer boundaries.
- Seek to learn about the consumers' interests, their connections with family and friends and work with the consumer in building their capacity to be part of their community.
- Provide emotional support to consumers by constructively applying lessons learnt through your lived experience, i.e. be a bearer of hope in that recovery can and does happen.
- Draw upon your understanding and belief in strength based, recovery oriented models of service.
- Provide opportunities to discuss problem solving strategies, reflecting on helpful and un-helpful behaviours.
- Provide social validation support by giving consumers feedback about their social interaction.
- Assist other staff members in the development and regular review of the consumer's individual service plan.
- Work collaboratively as part of a team in assisting consumers to engage with the practices associated with the Collaborative Recovery Model, i.e. assisting the consumers in values and strengths identification and clarification, assisting the consumer to complete tasks as part of goal striving
- Utilise the facilitation of the Flourish program to promote with consumer participants: recovery, self agency and life visioning in their communities of choice.

PARTICIPATE FULLY AS A TEAM MEMBER

- Co-operate closely with team members in order to ensure continuity of care and provision of a comprehensive service to consumers.
- Actively participate in reflective practice through team meetings, decision-making processes, service planning session, supervision and staff development activities.
- Contribute to the further development of best practice by informing policies and project submissions effectively drawing upon your personal experience of mental illness.
- In consultation with consumers contribute to regular evaluations of the effectiveness of the service.

MAINTAIN RECORDS AND RESOURCES

- Collect, collate and maintain data on consumer contact.
- With team members collect information on community resources
- Complete monthly report as per Peer Support Worker Proforma to the Manager.

SECTION C: KEY SELECTION CRITERIA

CREATING DIVERSE STAFF TEAMS:

The values, skills, attributes and commitment of our staff are key to Neami's success and reputation as an organisation that provides high quality support services to consumers. Neami is strongly committed to further developing and diversifying its work force, in line with one of our 2011 - 2014 Strategic Direction "Develop a skilled and diverse workforce committed to recovery".

Staff members with Social Work, Occupational Therapy and other Human Services qualifications and experience bring important skills and professional knowledge to the CRSW role. In addition, Neami celebrates multidisciplinary teams and values the rich skills and experiences brought by applicants from other sectors and professions. Further depth is brought by those from diverse cultural backgrounds, Aboriginal staff, and those with lived experiences of mental illness and recovery, all of whom are strongly encouraged to apply for any positions at Neami that match their skills.

Our selection decision will be based on the following criteria:

- Lived experience of mental illness and demonstrated experience of recovery.
- Experience of the public or private mental health system.
- Demonstrated experience in facilitating groups, including the ability to prioritise different needs within a group
- Ability and commitment to work with consumers and recognise when it is appropriate to share experiences of your recovery journey.
- Demonstrated interpersonal skills and an ability to communicate with a diverse range of people including consumers, carers, family members, other service providers.
- Demonstrated ability to manage challenging behaviours/difficult situations where necessary
- An understanding of and commitment to consumer rights and responsibilities including sensitivity to the issues relevant to people with a mental illness and complex needs.
- Demonstrated ethical work practices including an understanding of appropriate personal boundaries
- Ability and commitment to work collaboratively in a team approach to service delivery.
- Computer literacy.

Desirable:

- Experience or training in consumer advocacy
- Current Australian drivers licence

SECTION D: INTRODUCTION TO NEAMI

NEAMI'S MISSION AND VISION

“Full citizenship for all people living with a mental illness in Australian society”

Improving mental health and well being in local communities captures what Neami is about, and defines the context in which the organisation operates. Neami takes a holistic view of individuals’ mental health and ensures that the services it provides are done so in partnership with local community services, area mental health services, and local government. Neami believes that its partnerships must deliver pathways to participation in community life for consumers.

Neami believes that better outcomes for consumers can be achieved by:

- Assisting consumers to build their resilience and strength to make their own choices about their recovery.
- Working with consumers to build their confidence while participating in their community.
- Assisting consumers to plan their own program and build their connections with their community.
- Assisting consumers to develop the skills and competence necessary to enjoy a full and rich quality of life.

NEAMI'S VALUES

Consumers, staff and board members have defined the values, which drive Neami’s vision and mission. These values are:

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|----------------------|---------------------------|------------|
| ▪ Self determination | ▪ Hope | ▪ Change |
| ▪ Respect | ▪ Growth | ▪ Choice |
| ▪ Empowerment | ▪ Wellbeing | ▪ Learning |
| ▪ Partnerships | ▪ Acceptance of diversity | ▪ Quality |

These shared values put the organisation in the best possible position to realise its vision and mission.

A BRIEF HISTORY OF NEAMI

Neami was formed in 1986, initially offering advocacy services to consumers in Melbourne’s northern suburbs. During the early 1990s, Neami worked in partnership with other community groups and the Victorian Department of Health to plan the relocation of consumers from long stay psychiatric hospitals to the community. Neami grew substantially during this time, and by 2000 it became the primary provider of rehabilitation and support services to people with a mental illness in the northern region of Melbourne.

In furthering Neami’s commitment to become the leading mental health services provider nationally, Neami expanded across the Victorian border in 2003–2004 and commenced delivering a range of state-funded rehabilitation and support services in South Australia and NSW. Strong partnerships were developed with clinical mental health teams and other community groups, and rapid growth continued in the two years that followed. Between 2007 and 2009, with the addition of a number of federally funded programs, Neami further broadened its reach by establishing services in Western Australia and Queensland. Following substantial interstate growth, Neami secured additional funding in Victoria in 2009–2010 to further expand and diversify its current services to include a homelessness Assertive Outreach program in NSW and sub acute Prevention and Recovery Care service in the northern suburbs of Melbourne.

FIVE REASONS TO JOIN NEAMI

1. A QUALITY ORGANISATION

Neami has a passionate commitment and more than 20 years' experience providing quality rehabilitation services to people with a severe and enduring mental illness. Great emphasis is placed on taking seriously the consumers' view about their recovery. As a result, Neami has introduced the Collaborative Recovery Model of service delivery. The development of policy and practice that describes the level of consumer participation within the organisation consolidates Neami's belief that consumer participation should influence all levels of decision making. In keeping with this, Neami has a diverse representation including carers, local service providers, community members, and consumers that make up its Board of Directors.

2. A GROWING ORGANISATION

Neami has an exciting growth rate – with increasing federal and state government funding, we have expanded in size from 500 to 2500 consumers accessing our service within the past ten years, resulting in employee numbers growing from 50 to 340 staff. This growth has increased our operating budget to \$25 million. This has allowed Neami to grow to 11 Services in New South Wales, five in South Australia, one in Western Australia, two in Queensland, and 11 in Victoria, and we foster ambitious growth plans for the future.

3. A LEARNING ORGANISATION

Neami has had a long-standing commitment to continuous improvement, training and development across the organisation, and was accredited by the Quality Improvement Council of Australia in 2004, 2007, and 2010. Neami achieved high ratings in the three core standards of: Incorporating and Contribution to Good Practice, Human Resources, and Finance. As part of its commitment to ongoing learning and development, Neami has reviewed and improved its Induction and Orientation program for new staff, developed targeted training, and further developed its Leadership Development Program. Alongside this, Neami's Service Development team has supported the implementation of the Collaborative Recovery Model across all Neami services. Neami's Research Committee is hard at work developing a range of activities, from outcome measures, to consumer participation, to checking our fidelity with the Collaborative Recovery Model.

4. A WELL REGARDED ORGANISATION

Neami has a distinguished reputation, and is highly regarded nationally by the NGO Mental Health Sector, the mental health clinical sector, and the community-housing sector. Neami is a member of VICSERV Committee of Management in Victoria, the Mental Health Coordinating Council of NSW, and the Mental Health Coalition of South Australia.

5. AN ORGANISATION THAT VALUES ITS STAFF

Neami's teamwork is vibrant, reflective and challenging at service delivery, management and Board level – the culture at Neami fosters a supportive and welcoming work environment, and a passion for its core work of providing support and rehabilitation services to people with a severe and enduring mental illness. As well as providing an attractive work environment, Neami provides a range of exceptional employment conditions, from paid maternity/parental leave, to gratis and long service leave, to very generous salary packaging options for every staff member.