

## POSITION DESCRIPTION

### Peer Worker

**RESPONSIBLE TO:** Chief Executive Officer (CEO)

**REPORTING TO:** Medicare Mental Health Peer Support Team Leader

### SUMMARY OF THE BROAD PURPOSE OF THE POSITION AND ITS RESPONSIBILITIES / DUTIES

The Mount Barker Medicare Mental Health Centre is underpinned by the [SA Health Co-Created Philosophy of Care v2](#). That is to ensure from the outset, people with a lived experience of distress and crisis have a say in what the centre looks and feels like. A core theme of the Philosophy of Care is that lived experience is at the heart of the service, at every level and stage, from commissioning through to evaluation.

Throughout this document whenever we refer to **Peer Workers**, we are specifically referring to Mental Health Peer Workers – people with a personal lived experience of mental health challenges (sometimes called consumers).

**Peer Workers** are essential members of the multi-disciplinary team and will make up 50% of the staff at Mount Barker Medicare Mental Health Centre ('Mount Barker Care Centre', formerly Head to Health). Peer Workers draw on their own lived experience of distress/crisis and recovery to connect with visitors to the centre.

Medicare Mental Health Centres are designed to provide a welcoming, low stigma, soft entry point to engagement, assessment and treatment for people who may be experiencing distress or crisis. They assist people aged 16 and over to have access to on-the-spot care, advice and support provided by a multi-disciplinary team of mental health professionals including people with lived experience – without needing a prior appointment. They offer an episode of care model, delivering evidence-based care and family support to cover the short to medium term, based on clinical judgement and individual need, including interventions to support those with associated alcohol and other drug (AOD) misuse.

This is a lived experience designated role open only to people who have a personal experience of mental health challenges, service use and periods of healing/personal recovery.

### REPORTING / WORKING RELATIONSHIPS

- Accountable to the Chief Executive Officer for achieving the expected outcomes of the position and practising within the philosophy of Summit Health and its aims, policies and protocols.
- Reports to the Medicare Mental Health Peer Support Team Leader
- The Peer Worker role sits within the Medicare Mental Health Centre team, within the CONNECTcare Unit.

- Participates in the organisation's Performance Management Program which is conducted on a regular basis.

## **CULTURE AND EXPECTATIONS**

All employees are expected to contribute positively to the organisation by displaying the values and expectations contained within our Cultural Framework (Appendix A at the end of this document).

## **VALUES**

### **TO DO NO HARM – TO CONTINUOUSLY IMPROVE**

Summit Health is a learning organisation that continually evolves and adapts to opportunities. We operate in a high-trust environment. To support this, all employees must promote and adhere to our values and expectations.

## **SPECIAL CONDITIONS**

- The Mount Barker Care Centre is open every day of the year for at least 8 hours and the ability to work day, evening, weekend and public holiday shifts is required and will be remunerated in accordance with the Enterprise Agreement.
- Employment is subject to a satisfactory Working with Children Check and may be subject to other satisfactory criminal history assessments from time to time.

## **STATEMENT OF KEY RESPONSIBILITIES**

The Peer Worker will:

- Greet visitors to the care centre and provide transparency to visitors around their rights and responsibilities as well as limitations and boundaries of the centre and their role.
- Act as an advocate for visitors.
- Provide 1:1 peer support in the lounge area, and other quiet zones, identifying strengths of visitors, connection to community and serving as a positive role model.
- Facilitate some group activity – your creativity around what peer groups are offered is welcome!
- Provide general feedback and advice to team members regarding lived experience engagement, education, support and recovery-oriented practice.
- Work within appropriate boundaries and draw on knowledge and expertise gained through reflection on own lived experience.
- Provide trauma-informed care and assist to co-design the centre and model to ensure reflection around being trauma-informed is ongoing.

## **General**

- Demonstrates commitment to the principles of operation contained in the Summit Health Quality Manual.

- Advocate our vision to all stakeholders.
- Operate within the delegated boundaries of the position.
- Attend and actively contribute (where applicable) at staff / unit meetings.
- Identify opportunities and participate in own professional development.

### **Work, Health Safety (WHS)**

- The employee has a responsibility, under the WHS Act (SA 2012), to ensure their own health and safety at work along with their fellow employees.
- The employee has a responsibility to abide by the organisation's WHS policies and relevant direction as set out in the Quality Manual.

## **PERSON SPECIFICATION**

### **Education**

- Certificate IV Mental Health Peer Work or working towards completion is desirable.
- Training in Intentional Peer Support, Alternatives to Suicide approach or similar lived experience approaches such as eCPR is desirable.

### **Experience**

- Personal experience of mental health issues and the ability to draw upon own personal recovery journey to inform your work is essential.
- Proven experience in a lived experience designated role is desirable.
- Past work or lived experience supporting people in crisis is desirable.

### **Skills / Abilities**

- Purposeful use of lived experience to support others in their recovery, and the ability to connect with people from a diverse range of backgrounds.
- Proven interpersonal skills at all levels, including excellent communication skills.
- Proven ability to participate in a multidisciplinary team environment, prioritise workloads, set goals, achieve outcomes, work to targets and manage multiple deadlines.
- Lateral thinker with the ability to solve problems as they arise.
- Ability to be innovative and self-directed with drive and commitment.
- Proven commitment to the principles and practice of Quality Management Systems and client-oriented service.
- Demonstrable competence in the use of desktop applications including the Microsoft Office suite of programs.
- Demonstrable commitment to ongoing professional development.



**Summit Health Cultural Framework**  
**TO DO NO HARM – TO CONTINUOUSLY IMPROVE**

**Appendix A**

		EXPECTATIONS							
		Be Customer Centric	Be Accountable	Be an Engaging Communicator	Problem Solve	Be Collaborative	Be Adaptable and Resilient	Inspire Leadership	Strategic Innovation
INDICATORS	<ul style="list-style-type: none"> <li>• Wanting to deliver value</li> <li>• Striving to ensure customer satisfaction</li> <li>• Deliver on your 'promise'</li> <li>• Anticipate customer needs</li> <li>• Build relationships at every opportunity</li> <li>• CONTINUOUSLY IMPROVE</li> </ul>	<ul style="list-style-type: none"> <li>• Offer and embrace innovative solutions</li> <li>• Take ownership - its ok to make mistakes if we learn from them</li> <li>• Celebrate the achievements!</li> <li>• Be open and transparent</li> <li>• Communicate all progress to your manager and peers</li> <li>• Encourage a solutions-oriented culture</li> <li>• DO NO HARM</li> </ul>	<ul style="list-style-type: none"> <li>• Ask questions and listen to understand</li> <li>• Use positive language</li> <li>• Acknowledge other viewpoints</li> <li>• Understand the views of others before acting</li> <li>• Be clear and concise with your intent, ideas and feelings</li> <li>• Shape the opinions of others by applying these traits</li> </ul>	<ul style="list-style-type: none"> <li>• Analyse the problem not just from your perspective</li> <li>• Consider the options</li> <li>• If you've thought it through, back yourself to make the decision</li> <li>• Make the decision consistent with our values and Strategic Plan</li> <li>• Be creative - think outside the square</li> <li>• Proactively address potential problems</li> <li>• Anticipate</li> <li>• Become the expert in your domain</li> </ul>	<ul style="list-style-type: none"> <li>• Be a team player</li> <li>• Embrace diversity</li> <li>• Acknowledge other viewpoints</li> <li>• Be consultative</li> <li>• Seek consensus where possible</li> <li>• Encourage 'we' language</li> <li>• Be a custodian of team culture</li> <li>• Identify gaps in team culture</li> <li>• Appreciate our great culture, colleagues and opportunities to work and grow</li> </ul>	<ul style="list-style-type: none"> <li>• Accept change and embrace challenges</li> <li>• Be calm under pressure</li> <li>• Take annual leave - recharge batteries</li> <li>• See feedback as an opportunity to grow yourself</li> <li>• Take up prof. development opportunities</li> <li>• Be persistent</li> <li>• Recover quickly from setbacks</li> <li>• Demonstrate emotional agility</li> <li>• Enjoy your work</li> </ul>	<ul style="list-style-type: none"> <li>• Foster and support teamwork - eliminate silos</li> <li>• Lead by example</li> <li>• Develop engaged people and teams</li> <li>• Navigate issues calmly</li> <li>• Cultivate trust</li> <li>• Create an environment for people to thrive in</li> <li>• Inspire discretionary effort</li> <li>• Read the emotional context of a situation</li> <li>• Acknowledge effort not just outcomes</li> </ul>	<ul style="list-style-type: none"> <li>• Innovate in line with the big picture</li> <li>• Be agile in adapting to changes</li> <li>• Always consider other options</li> <li>• Factor in our future goals</li> </ul>	