

POSITION DESCRIPTION

Peer Worker

RESPONSIBLE TO: Chief Executive Officer (CEO)

REPORTING TO: CONNECTcare Clinical Lead

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

CONNECTcare is a not for profit allied health service, caring for individuals, couples, families and organisations across the Adelaide Hills, Fleurieu Peninsula and Kangaroo Island.

CONNECTcare provides Psychology, Psychotherapy, Counselling and a range of Mental Health supports. CONNECTcare can assist you and your family to work towards managing the complex personal and relational problems of contemporary life. Our clinicians, peer workers and wellbeing connectors help you to compassionately understand your dilemmas and to achieve your goals.

The CONNECTcare program is underpinned by the [SA Health Co-Created Philosophy of Care v2](#). 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).

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 CONNECTcare Clinical Lead
- The Peer Worker role sits within the CONNECTcare team.
- The Peer Worker will participate 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

- CONNECTcare is open Monday to Friday 9am to 5pm 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:

- work within appropriate boundaries and draw on knowledge and expertise gained through reflection on own lived experience.
- provide trauma-informed care.
- be involved in supporting the client and Mental Health Clinician to create a Recovery Care Plan and Safety Plan, supporting the client in reviewing and actioning this throughout treatment.
- be involved in supporting clients to build psychosocial supports within the community.
- support the Wellbeing Connectors to facilitate group activities.
- support clients, carers and families to access individual and group psycho-education programs.
- provide client advocacy, health promotion, education, training and cultural support.

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