

JOB DESCRIPTION

Peer Support Worker

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate and Bold.**

At Uniting NSW.ACT is responsible for the social justice, community services and chaplaincy work of the Uniting Church in NSW and the ACT.

We provide care and support for people through all ages and stages of life, with a focus on people experiencing disadvantage and vulnerability. Our purpose is to inspire people, enliven communities and confront injustice.

We value diversity and always welcome everyone exactly as they are. We are **one of Australia's largest and most trusted Service Providers for Children, Youth and Family programs** which is made up of a team of **diverse, purpose-led people** who really are making a difference to the world around them.

ABOUT THE ROLE

Role Purpose

This role is responsible for appropriately applying personal lived experiences with mental health recovery to aid consumers in reaching their recovery goals. This includes providing education, training, and individual support services, to promote a meaningful recovery for every consumer.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the team through the following:

- Maintain a high standard of conduct and work performance based on Uniting's values to promote our reputation with key internal and external stakeholders.
- Ensure integration and collaboration across Uniting programs to deliver seamless and impactful end to end services with the customer at the centre.
- Actively engage and participate in the performance management framework and review processes at Uniting.
- Act in a manner which upholds and positively reflects the Uniting Code of Conduct and Ethical Behaviour.
- Contribute to a culture of openness, feedback and productivity.
- Model, communicate and act in ways that are consistent with our values of Bold, Respectful, Imaginative and Compassionate.
- Take care of the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to WHS policies and procedures.

- Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTQI+ status, abilities, gender and age.

As a Peer Support Worker, your role specifically will:

- Ensure every client's experience is recovery-focused and facilitates development of client-led goals through the development of a peer support coaching relationship.
- Model coach and problem solve with clients based upon peer 'lived experiences' of mental health recovery.
- Work within the multidisciplinary team including the consumers clinician to deliver a holistic service.
- Complete peer support coaching sessions, peer support groups and community focused events via face-to-face sessions, and remotely as required.
- Work collaboratively with relevant stakeholders and services to maintain sustainable relationships with consumers and their families.
- Assist with the collection, collation and reporting of data/statistical information.
- Maintain data, reporting management, and consumer information, ensuring that records are accurately documented, stored and meet both organisational and legislative requirements.

Based on your program, you may also:

- Work with clients from the engagement phase to capture initial outcome measures, ensuring regular follow up to track progress.
- Play a supportive role in crisis response and the provision of a home and community-based service.
- Determine continuing need for peer support through regular case management.
- Provide outreach support to consumers individually and in group settings.

ABOUT YOU IN THE ROLE

As a staff member of Uniting, you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your directorate:	Communities
You'll report to:	Team Leader/Service Manager

YOUR KEY CAPABILITIES

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
- **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
- **Develops and Grows the Business** - Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
- **Makes Sound Decisions** - Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

QUALIFICATIONS & EXPERIENCE

Qualifications:

- Current Australian Driver's Licence.

Experience:

You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will possess good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

In addition to the above, you'll have:

- Personal lived experience of mental health recovery.
- Comprehensive understanding of the recovery process and ability to appropriately communicate a lived experience.
- Demonstrated ability to establish relationships and maintain appropriate boundaries with consumers.
- Demonstrated ability to be self-motivated, independently manage time, plan, and organise own workload.
- Flexibility in coping with organisational change and demonstrated ability to be innovative in clinical approaches with consumers.
- Ability to maintain the philosophy, standards and policies of the program model and the organisation and to promote the recovery of consumers.
- Knowledge of relevant legislation such as Mental Health Act (2007).

Even better:

- Working towards, or completion of a Certificate IV in Mental Health Peer Work, or equivalent and relevant to the field of work.

Employee Name:	Insert employee name	Manager's Name:	Insert manager's name
		Title	Insert manager's title
Date:	Insert date	Date:	Insert date
Signature:		Signature:	