Position Description
Peer Worker
The Way Back NSW North Coast

Position summary

Reporting to the Clinical Lead, the Peer Worker role involves providing timely, non-clinical, practical psychosocial support to people who have attempted suicide or are experiencing a suicidal crisis.

Peer support uses the Peer Worker Framework and trauma informed practices to help to restore hope and personal power and inspire people to move forward with their lives through sharing stories of recovery

The Buttery's Way Back NSW North Coast program provides up to 3 months of assertive trauma-informed outreach, co-creating safety and support plans and linking participants to available clinical and community-based services.

The Way Back model supports participants who are experiencing suicidal risk distress towards safety through:
1. Promoting strength and resilience
2. Ensuring psychosocial and clinical needs are complementary
3. Ensuring support is responsive to individual needs
4. Ensuring support is timely and manages risk
5. Application of the Peer Work Framework

This role is mobile and will operate throughout the program footprint and will require a strong working relationship with stakeholders. The position entails engaging with individuals across all age groups and may require conducting home visits, as well as holding meetings online, in the office and within the community.

Organisational relationships

Direct reports: nil
Internal and external relationships

Internal relationships involve team and staff engagement and collaboration.

External relationships may include Emergency Departments, mental health service providers, Peer Worker Community of Practices, alcohol and other drugs organisations LHD, PHN and NGO's, families and carers, Primary Health Network professionals, clinicians, GP's, agents for housing, and the broader community.

Responsibilities	Outcomes
Participant Support	
Guide participants through the Way Back NSW North Coast model.	Feedback from participants, families, and carers indicates A calm, safe, friendly, and welcoming space is provided.
Identification and management of risk	There is documentation on the Participant Risk Assessment Tool that risk is assessed upon first contact, and throughout care.
Identify risk and provide appropriate support	Supportive techniques and interventions are employed with participants as required (e.g., de-escalation and grounding exercises, mindfulness to manage distress and maintain mental wellbeing).
Identify risks and consult and work collaboratively with Clinicians to provide brief interventions	There is evidence that risk is escalated in line with the Escalation of Risk Policy
Provide a highly professional, ethical and respectful standard of service to participants.	Engagement skills are utilised to build rapport with participants, families and carers.
	Feedback from participants indicates that professional therapeutic relationships are developed and service delivery is respectful and professional.
Provide Direct Support underpinned by the Mental Health Peer Work Framework	There is evidence of support provided using the Peer Worker Framework and trauma informed practices to help to restore hope and personal power and inspire people to move forward with their lives through sharing stories of recovery.
Care Coordination	
Build Psychosocial Capacity in a holistic manner for optimum outcomes	Support is carried out taking into consideration different cognitive, behavioural, emotional, social, physical and spiritual needs.
	At first contact with a participant, a review of the Wellbeing Plan and Suicide Safety Plan is undertaken.
	Engagement and support for participants and their carers is in line with The Way Back NSW North Coast Program Buttery Operational Manual and participant flow chart.
Provide support to families and stakeholders.	Families and stakeholders are referred to counselling and support services where appropriate.
Support Clinical Governance	There is evidence that cases are brought to Clinical Care Reviews for input from the Clinical Lead on a regular basis.
Update referral information.	Information in regard to changes to referral services and options is updated and shared with the team.

Responsibilities	Outcomes
Manage the transition of participants after the program.	Transfer of care is ensured when closing care of a participant to other stakeholders for follow up.
	Follow-up contacts with participants are organised and completed.
	Participants receive a Client Reported Experience Measures Survey (CREMS) upon exit.

Team Support

Responsibilities	Outcomes
Participate in peer and clinical supervision processes	There is adequate preparation and active participation in peer and clinical supervision.
Participate in informal and formal case conferences, staff meetings and planned meetings.	There is active contribution displayed in meetings to reach key program and clinical decisions.
Work autonomously and as part of a team	A strong work ethic, respect, punctuality and commitment to service is demonstrated to ensure all team members are well supported.
	Assigned tasks are carried out in a timely manner.
	There is evidence of participation and in informal and formal case conferences, staff meetings and planned meetings.

Stakeholder Engagement

Responsibilities	Outcomes
Promote the Way Back NSW North Coast to Stakeholders	There is evidence of effort made to identify and engage the relevant stakeholders across the footprint including communities of practice for Peer Workers.
	Stakeholders are provided with education on The Way Back NSW North Coast through meetings, in-services, and education sessions.
	There is evidence of strong relationships with stakeholders being built and maintained, including creation of Memorandums of Understanding (MOU) in consultation with the Clinical Lead.

Reporting and Data Entry

Responsibilities	Outcomes
Provide timely reports as required	Participant records are maintained in alignment with legislation.
	Data entry of Occasions of Service to the Client Relationship Management System (Mimaso) and Community Engagement activities are completed in a timely manner.
	Accurate case notes/files/paperwork/data/reports are maintained and updated.
Provide support and referral information	Referral information, Safety Plans, Wellbeing Plans, letters of support and discharge summaries are supplied as appropriate.

Peer Support

Responsibilities	Outcomes
Maintain professional boundaries when sharing lived experience.	There is appropriate disclosure of lived experience.

	The information provided benefits the participant and inspires positive change and hope.
	The information assists participants to reflect on their progress and can provide practical ways to cope with difficulties.
General	
Be compliant with WHS requirements and take reasonable care to ensure your own safety and health and that of others. Abide by their duty of care provided for in the legislation. Ensure you do not place others at risk by any act or omission. Ensure you do not interfere with safety equipment.	There is demonstrated compliance with WHS requirements to ensure a safe and healthy workplace. This includes abiding by the non-smoking directive at Buttery locations.
	Any injury, hazard or illness are reported immediately, where practical, to your manager/coordinator.
	A Donesafe report is completed for all Incidents and Hazards.
Take an active role in building your resilience and preventing psychological injury. Take reasonable care for your health and safety and that of others who may be affected by your conduct. Be responsible for your mental health, manage personal stressors and seek support.	The importance of wellbeing and self-care as a part of resilience is acknowledged. Strategies are implemented to maintain personal wellness and resilience.
	Clinical supervision or other supports are utilised, when needed.
	When a staff member is unwell, evidence from a medical professional is provided that sufficient recovery is achieved before a return to work to support others.
Manage potential for vicarious trauma and maintain professional boundaries.	There is engagement with regular Clinical Supervision or EAP.
	The line manager is notified if additional supports are required.
Be compliant with codes, guidelines, policies, procedures, confidentiality requirements, legislation and Standards and proactively engage with Buttery continuous quality improvement.	Codes, guidelines, policies, procedures, confidentiality requirements, legislation, Standards and quality improvement processes are adhered to at all times. Changes and improvements are supported.
	All mandatory training programs and team meetings are attended.
	There is mandatory reporting of any suspected incidents of child abuse.
Support an environment free from discrimination, harassment, bullying and model appropriate standards of professional behaviour in the workplace.	Interactions with colleagues, participants and stakeholders are undertaken in a courteous manner.
	Cultural and linguistic and gender diversity is supported and there is evidence of efforts to encourage inclusion.
	There is positive feedback from others regarding your interactions.
Other duties relevant to the role as requested by the Clinical Lead.	

Qualifications and checks
- A certificate IV in Mental Health Peer Work.
- Current and valid Driver's Licence with an ability to undertake regular travel throughout the program footprint
- A satisfactory Criminal Record Check and Working with Children Check

Professional skills and experience
- Two years' work experience in a community services, welfare, or mental health field with experience in the delivery of mental health support and/or a suicide prevention service to people who have attempted suicide, severe mental health issues and complex psychosocial needs in both acute and non-acute settings.
- Demonstrated experience providing support from a peer work framework including case management support for persons with complex support needs and providing trauma-informed care
- Ability to motivate highly disengaged clients in designing and achieving personal goals.
- Demonstrated proficiency in Microsoft suite, a variety of databases, video conferencing tools such as Teams, and data entry skills, including online case noting.
- Demonstrated commitment to cultural diversity, equal employment opportunity, legislative compliance and workplace health and safety

Interpersonal skills
- Strong communication skills and the ability to collaborate as part of team
- A reasonable level of resilience to manage psychosocial demands, complex clinical issues and exposure to participants in crisis
- Self-reflective with the ability to review own work practices and maintain boundaries

Agreement

These conditions of employment, your duties and location may be varied by The Buttery during the term of your employment. The position description duties are to be read in conjunction with the terms and conditions that form your contract of employment.

I accept and agree to the duties in this position description. I understand and agree to abide by the terms and conditions stipulated.

Signature _____ Name _____ Date _____