

The following position descriptions for consumer worker roles have been provided with permission by CAN Mental Health Inc., PRA, Uniting Care Mental Health and MHCC. They are to be used as templates only to provide guidance for your own position descriptions for your organisation. Importantly, the essential and desirable criteria for each are considered and should form the basis in your own versions of the job descriptions.

Peer support worker job description

Consumer Recovery Workers

Position Description

POSITION TITLE:	Support Worker
Award/Agreement	Classification According to SACS Award – Grade 3 Wages according to Individual Contract
Hours per Week	
Organisational Relationships	Development Manager
Responsible To	
Operational	Team Leader – Hospital to Home Team
Professional	Development Manager via Team Leader – Hospital to Home Team
Responsible for Following Staff	Nil
Performance Appraisal:	6 Months and Annually thereafter

Qualifications, Skills & Experience:

Essential:

- Personal lived experience of mental health problem or disorder
- Experience of public mental health psychiatric inpatient unit settings
- Ability and commitment to work with consumers, health workers, the community and community organisations and bureaucrats
- An understanding of issues and concerns for mental health consumers
- An approachable and accepting manner and attitude.
- Proven written and oral communication skills
- Understanding and practical knowledge of the implementation of the core precepts, principles and philosophies of the Australian mental health consumer movement and recovery
- Proven computer literacy in Microsoft Office
- Working knowledge and commitment to consumers' rights & responsibilities
- NSW Driver's License and excellent driving record

Desirable:

- Understanding of consumer operated services as an independent NGO within the mental health sector
- Relevant consumer training certificates
- Understanding of Discharge planning processes and Recovery Plans
- Understanding of the Disability Services Act Standards and National Standards for MHS.

Position Overview: Objective, Nature and Scope.

To provide practical assistance and peer support to consumers on discharge from psychiatric inpatient unit/s. To promote, encourage, facilitate and support effective information provision and referral to recovery activities which support and/or assist consumers to maintain their mental health well being on discharge from an acute psychiatric settings. To work in partnership with public mental health service providers and provide information and referral of consumers accessing the Hospital to Home team to MHS and community organizations of their choice.

Key Internal Relationships:

- Team Leader – Hospital to Home Team.
- Development Manager – CAN (Mental Health) Inc.

External Relationships:

- Consumer, carer and community organisations
- Specified Sydney metropolitan Mental Health Services
- Relevant consumer, carer and non-government organisations

Delegations/Authority:

Budget: Nil

Financial Delegations: Nil

Personal Delegations: Nil

Challenges: To effectively be a member of an innovative proactive team, to implement the Hospital to Home service for the national “Community Connections” Project. To provide practical support and assistance within the timeframe/s available which support consumers to maintain mental health wellbeing and decrease the readmission to an acute inpatient setting and/or the risk of attempted or completed suicide.

Role Responsibilities:

- Work collaboratively with consumers in an acute inpatient unit
- Provide practical support to consumers on discharge from an acute inpatient unit
- Provide peer support, relevant information and referral as required
- Liaise with consumers, community organisation and health workers at all levels
- Inform, encourage and support consumers accessing the team to access the Phone Connections team for after hours peer support
- Maintain a diary of activities undertaken within the scope of the position on a daily basis
- Provide written reports to the Team Leader and/or Development Manager as required

- Participate in all practice supervision sessions as determined by the Team Leader and/or Development Manager
- Refer all consumer advocacy issues to the MHS employed consumer workers
- Uphold the consumers' rights focus at all times
- Undertake the required data collection and input as determined by the organization for the Community Connections project
- Identify own ongoing education and training needs and participate on a regular basis in any education and training opportunities provided
- Conform to CAN (Mental Health) Inc. policies and procedures and any reasonable directions

General Responsibilities –

You agree to abide by the:

- CAN (Mental Health) Inc. Rules
- CAN (Mental Health) Code of Conduct

Occupational Health & Safety

Consumer Activity Network (Mental Health) Inc. is committed to providing a healthy and safe place and environment for all consumers, staff, volunteers and visitors. To facilitate this safe and healthy environment:

- Ensure that all potential hazards accidents and incidents are identified and notified
- Ensure your own safety and that of others

Equity:

Consumer Activity Network (Mental Health) Inc. endorses and upholds the Australian mental health consumer movement's core values and principles to bring equality in consumer participation and empowerment for consumers. CAN (Mental Health) will ensure merit based selection and that all facets of roles undertaken on behalf of the CAN (Mental Health) are fair, by making unlawful, any discrimination of persons based on age, gender, race, sexual preference, marital status, physical or intellectual disability.

Consumer Recovery Support Workers of the Consumer Activity Network (Mental Health) Inc. will:

- Work with others in a fair and equitable manner free from harassment and discrimination
- Ensure that an environment free from harassment is recognised as a basic right
- Uphold the rights of consumers
- Uphold the core principles and values of the Australian mental health consumer movement

General Responsibilities – Other:

Quality Improvement:

Consumer Activity Network (Mental Health) Inc. seeks at all times to institute effective and continuous quality improvement approach to facilitate effective and efficient provision The Development Manager is expected to be actively involved in the implementation, review and evaluation of processes and services within the organisation.

Code of Conduct & Ethics:

Consumer Activity Network (Mental Health) Inc. requires a professional standard of behaviour from staff, which:

- Demonstrates respect for the right of the individual and the community
- Promotes and maintains consumers' and external stakeholders' confidence and trust in the work of CAN (Mental Health) Inc.

Consumer Recovery Support Workers are expected to abide by the organisation's code of conduct and to demonstrate a high standard of personal and professional behaviour exhibiting:

- Honesty
- Integrity
- Consumer focus
- Impartiality
- Understanding the principles of consumers' rights and empowerment

General Responsibilities:

It is a requirement that all CAN (Mental Health) Inc. staff, volunteers and members read, understand and adhere to the Rules, Code of Conduct, policies and procedures paying particular attention to:

- Belief in consumers' ability to undertake recovery journeys of their choice
- Consumers' Rights
- Privacy
- Empowerment
- Self Advocacy
- OH&S
- Risk Management
- Financial & Accounting policies and procedures
- All other policies and procedures as applicable

Effective Date:	Authorised By:	Delegates Signature
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Original unsigned: Copy CAN (Mental Health) Office. Signed photocopy to – Development Manager.