

Position Description

Peer Worker: Safe Haven Program



Position summary

Reporting to the Senior Clinician, the Peer Worker role involves providing immediate trauma-informed and person-centred care to participants experiencing distress who present to the Community Safe Haven facilities based in Lismore, Mullumbimby, Murwillumbah and Woodburn. Compassion and an understanding of systemic and practical issues such as juvenile justice, trauma, homelessness, mental health, alcohol and other drugs is essential. Peer Workers use the experience of their recovery journey to support people experiencing distress or mental health issues through:

- Peer support and health promotion
- Positive role modelling
- Education
- Facilitating self-advocacy
- Providing information to encourage participation in services.

Organisational relationships

Direct reports: nil

Internal and external relationships

Internal relationships involves team and staff engagement and collaboration

External relationships may include alcohol and other drugs organisations, Local Health District (LHD), Healthy North Coast (HNC) and Non Government Organisations (NGO), families and carers, health professionals, clinicians, GP's, agents for housing, Community Mental Health Service Providers and the broader community.

| Responsibilities | Outcomes |
|---|--|
| Use a trauma informed, person-centred model of support | |
| Use a trauma informed recovery-orientated, person-centred framework to provide a range of supports. | Participants are provided with supports tailored to their needs |
| | Individual care plans are supported in collaboration with the Team. |
| Build capacity and utilise a strengths-based approach | Feedback from participants indicates there is assistance to access resources that will assist with a participant's needs |
| Provide support to participants accessing the program | |
| Identify and support participants and provide guidance on the program. | The Safe Havens are managed to ensure that the space is welcoming, safe and well resourced. |
| | New participants are supported and given information about the program, and if required provided with individual care plans. |

| Responsibilities | Outcomes |
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| Assist with guiding participants through the Safe Haven program model. | Create a calm, safe, friendly and welcoming space to participants, families and carers. |
| | Utilise engagement and assessment skills to engage participants, build trust and rapport and identify current levels of distress. |
| | Assist Clinicians with providing supportive techniques and interventions with participants as required (e.g., de-escalation and grounding exercises, mindfulness to manage distress and maintain mental wellbeing). |
| Ensure welfare and safety of participants | The participants' welfare and safety is ensured through following guidelines, policies and procedures and maintaining the principles of the Safe Haven Program. |
| | The confidentiality of participants, including their presence in the program, remains confidential to outside enquiries. |
| Manage vicarious trauma and professional boundaries and burn out. | Ensure engagement with regular Clinical Supervision or Employee Assistance Program (EAP) and notify line manager if needing additional supports. |
| Practical Support | |
| Participants and guests | Ensure that anyone attending the Safe Haven signs the appropriate Sign In Sheet. |
| | All participants and guests are welcomed to the Safe Haven and provided an overview of the service, and location of facilities. |
| Provide support to families and stakeholders. | Families and stakeholders are referred to Family Support counselling and other outreach services as appropriate. |
| Safeguard buildings and property | Offices are locked and any computers logged off at end of opening hours. |
| | The site is kept in clean and well-presented state. |
| Team Support | |
| 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 and leadership 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. |
| Administration and Reporting | |
| Maintain files and undertake other administrative tasks as required | Accurate case notes/files/paperwork/data/reports are maintained and updated |

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| utilising the Client Relationship Management (CRM) program | Data entry of occasions of service to participants is completed. |
| Collect data to support future programs | Sufficient data is available to ensure there is evidence of the program's effectiveness. |
| | There is participation in research projects as required. |
| Peer Support | |
| 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 optimism. |
| | The information assists participants to reflect on their progress and can provide practical ways to cope with difficulties. |
| Be responsible for your mental health and seek support. | Self-care strategies are maintained and the Line Manager is informed if the staff member becomes unwell and needs support. |
| Be recovered before your return to work to support others. | There is evidence that the staff member is well enough to resume duties. |
| 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. and compliance with any pandemic directives and protocols. |
| | Any injury, hazard or illness are reported immediately, where practical, to your manager/coordinator. |
| 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. | 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. |
| Be compliant with codes, guidelines, policies, procedures, legislation and Standards and proactively engage with Buttery continuous quality improvement. | Codes, guidelines, policies, procedures, 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. |
| 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 diversity is taken into consideration. |
| | There is positive feedback from others regarding your interactions. |
| Other duties relevant to the role as requested by the Senior Clinician or Clinical Lead | |

Selection criteria

Qualifications and checks

- Certificate IV in Mental Health or Certificate IV in Mental Health Peer Work or higher tertiary qualifications
- Current and valid Driver's Licence with an ability to travel around the Northern Rivers region
- A satisfactory Criminal Record Check and Working with Children Check
- Current COVID vaccination and First Aid certificate
- Capacity to work some weekends and current opening hours (12-6pm).

Professional skills and experience

- At least one year's experience as a peer worker.
- A personal experience of recovery from suicidality/mental health condition(s), with the capacity to outline the steps you took towards recovery and how you remain active in your recovery.
- An understanding of trauma-informed care and strategies for suicide prevention.
- Established networks and relationships with a with a range of referral services across the local community
- Demonstrated proficiency using the Microsoft suite, a variety of databases and video conferencing tools such as Zoom/Teams.
- 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
- Ability to work autonomously and use time effectively
- 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 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 _____