

# IMPACT Community Services

## Position Description



**JOB CODE:** 04.021.05  
**JOB TITLE:** Peer Support Worker  
**PROGRAM/SECTION:** Commonwealth Psychosocial Support Program  
**REPORTS TO:** Manager Mental Health  
**AWARD:** Social, Community, Home Care and Disability Services Industry Award 2010  
**CLASSIFICATION:** Level 3  
**PROBATIONARY PERIOD:** 6 months (monthly reviews undertaken during this period)

<b>Approval Date:</b>	09/11/2021	<b>Version:</b>	20220224
<b>File path:</b>	C:\Users\williamson\IMPACT Community Services\People & Culture Team - Documents\Human Resources Current\Workforce Planning\Position Descriptions\04 Programs\04.021 Commonwealth Psychosocial Support		

### Impact Commitment Statement

Our staff will actively contribute to the organisation's vision, mission, values, policies and procedures.

In return, our staff will enjoy making a difference in the community, working within a supportive team, with a strong commitment to learning and development; and appreciate significant employment benefits.

**What is our vision?**

Improving lives

**What is our mission?**

Building a caring and inclusive community through opportunities which empower people, increase individual choice, improve resilience and increase social and economic participation

**What are our values?**

What do we expect from our staff and what do our participants expect from us?

- Build trust in relationships** – Cultivate habits that build positive interactions and experiences with others
- Empower others** – Walk beside someone as they increase their autonomy, self-determination and decision-making capacity
- Be compassionate** – Strive to show kindness and a willingness to support others both in our organisation and in the communities in which we live
- Celebrate uniqueness** – Create a place that is built on dignity and respect and where everyone is welcome
- Work together** – Leverage collective genius to find new ways to think big, experiment and solve shared problems
- Create positive impact** – Use our commitment and drive to energise, engage and inspire others to achieve our shared vision
- Strive for excellence** – Pursue continuous growth, high performance and improvement

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### OVERVIEW:

Commonwealth Psychosocial Support (CPS) is a non-clinical community-based support that aims to facilitate recovery in the community for people experiencing mental illness - through a range of services to help people manage daily activities, rebuild and maintain connections, build social skills and participate in education and employment.

IMPACT is a Child Safe Organisation, and this position works directly with either children and/or young people. IMPACT is committed to the safety and wellbeing of children and young people and this position must adhere to the National Principles for Child Safe Organisations and all of IMPACT's internal policies and procedures in relation to safeguarding a child or young person.

### MAIN DUTIES/RESPONSIBILITIES:

#### Support:

- Assist participants to recognise the journey of mental illness and recovery through sharing their own lived experience
- Provide Group Based Peer Support to participants
- Create a range of innovative group activities which will generally be short in duration and may or may not be structured. This will be in a range of locations depending on case load.
- Groups will be developed around participant interests and will be recovery focused
- Link participants to other services as required or community-based groups
- Provide individual support to assist the participant to achieve their goals
- Support participant to develop and implement individual Recovery plans

#### Partnership:

- Maintain working relations with Hospital and Health Services, and other providers
- Promote mental health literacy within the program and broader community

#### Other:

- Take reasonable care for personal health and safety in the workplace and that of others
- Attend and participate in team meetings as required
- Adhere to program guidelines and all relevant Government legislation including Mental Health Act, National Standards for Mental Health Services and Child Protection Laws
- Contribute to the development and review of internal policies and procedures
- Maintain detailed participant records in both Supportability and Departmental databases
- Participant data must be entered on a daily basis
- Participate in organisational evaluations and complete organisational forms as requested
- Promote the program to other appropriate services/agencies through collaboration and networking
- Other duties as required, taking into consideration the experience and qualifications of the staff member and the level of the position, and including assisting with activities which are beneficial to the wider organization. Where Higher Duties apply the relevant Award will be followed.

### CORE COMPETENCIES (QUALIFICATIONS, SKILLS AND EXPERIENCE)

#### *Essential*

- Minimum Cert IV in a relevant field such as Mental Health, Peer work, Community Services or other related health field
- Have had personal lived experience with mental illness, and where appropriate be prepared to share this experience to help build relationships of trust and respect, providing participants with encouragement and recovery
- Understanding of and belief in, participant-focused, strength-based, recovery-oriented models of service
- Understanding of the individual recovery process along with knowledge of the National Standards for Mental Health Services and the Human Services Quality Standards
- Knowledge of, and an ability to work within, the values and principles of the Peer Group Support Program
- Highly developed communication and interpersonal skills including with people from a wide range of backgrounds
- Ability to be a strong role model for the participants and wider community to overcome stigma and encourage personal development
- Must be prepared to frequently travel (drive) around the Wide Bay HHS catchment area to deliver these programs, as determined by the case load
- Demonstrated ability to work autonomously and prioritise workload, reporting in frequently
- Demonstrated computer skills with proficiency in Microsoft Office applications and the ability to work remotely with IT devices
- Ability to maintain accurate records (electronic and paper-based) and to understand and implement contract requirements and guidelines
- Proven ability to maintain a high degree of confidentiality
- Experience in group facilitation

#### *Desirable*

- Knowledge of and established contacts with other mental health and community service providers within the local community
- Experience with facilitating small group workshops with either an educational or practical content

### LICENSING AND ADMINISTRATIVE REQUIREMENTS

***Please note that employment is subject to obtaining/holding all requirements listed below and that failure to comply may lead to termination of employment. These requirements must be maintained throughout the employment period.***

- Queensland Driver's Licence / C Class
- This is an NDIS Risk Assessed Role and therefore this position must obtain and hold a Possession of, or willingness to obtain, Prescribed Notice (Yellow Card) or NDIS Card and Working with Children (Blue Card). There may be a requirement to also obtain a National Police Check (AFP).
- Up to date Covid-19 vaccinations

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## Acknowledgement

I have received, reviewed, and fully understand the position description for Peer Support Worker. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

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PRINTED NAME

\_\_\_\_\_  
SIGNATURE

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/        /  
DATE