



## POSITION DESCRIPTION

<b>Part 1 – Expectations</b>	<b>Employee</b>
<b>Attachments</b>	<b>Addendum A</b> *Outlines the specifics of the allocated Directorate/Portfolio

### About EACH

EACH provides an integrated range of health, disability, housing, counselling, and community mental health services across Australia. We offer a wide range of supports to assist members of our community to lead happier, healthier lives. Our staff are a collective workforce of over 1,700 paid employees and over 250 volunteers.

**More information is available at:** <http://www.each.com.au>

<b>Our vision</b>	Everyone has the power to live well.
<b>Our purpose</b>	Health and support services that improve lives and strengthen communities.
<b>Our values and behaviours</b>	<p><b>We care.</b></p> <p>We welcome you with empathy and hope.</p> <p>We believe making change is possible for everyone.</p> <p><b>We listen.</b></p> <p>We take time to understand you, your experiences, and your culture.</p> <p>We work with you and the people important to you, to build the right supports.</p> <p><b>We learn.</b></p> <p>We evaluate our actions and always seek to improve.</p> <p><b>We deliver.</b></p> <p>We have a 'can do' attitude and find ways to say 'yes'.</p> <p>We do what we say we're going to do.</p>



## **Expectation of Employees**

A key focus of this position is to work collaboratively with their team members, their Directorate and across other Directorates.

They are responsible for leading delivery and/or community through their own contribution.

It is expected that all employees consistently model EACH's values and behaviors and ensure EACH's culture is inclusive, safe, and engaging.

## **Employee Responsibilities**

Employees are responsible for:

- Assessing for quality, safety and risk and taking actions that keep myself, customers, community and staff safe
- Partnering with my team, others at EACH, our customers and community to achieve great outcomes
- Creating a safe, respectful and culturally appropriate space to foster growth, learning, belonging, health and wellbeing
- Contribute to tracking progress and outcomes to ensure alignment with EACH's goals and to reliably deliver on performance targets
- Working within the program/role guidelines and professional boundaries of my role
- Demonstrating behaviours at all times that align to EACH's leadership standards and recognises that you are an ambassador of EACH.

## **Quality:**

EACH staff are required to participate in continuous monitoring and improvement and comply with legislation, professional standards and accreditation standards and any other governing laws that apply from time to time.

EACH staff must have and maintain the appropriate skills and knowledge required to fulfil their role and responsibilities. In addition, they must practice within the specifications of this position description, and where applicable within the agreed scope of practice.

## **Safety & Wellbeing:**

EACH is committed to providing and maintaining a working environment for all staff that is safe and minimises risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by their acts or omissions at the workplace.

As an Employee you understand your responsibilities and accountabilities to yourself and others in accordance with OH&S legislation across the various jurisdictions and EACH's policies.



## **EACH Child Safe Commitment Statement:**

EACH is committed to promoting and protecting the best interests of children and supporting a child safe culture. EACH has zero tolerance for child abuse. Everyone working at EACH is responsible for the care and protection of children and reporting information about suspected child abuse.

All children who come to EACH have a right to feel and be safe. EACH is committed to the safety and well-being of all children whether they are direct service recipients or indirectly linked to our services such as children of customers. The welfare of children and young people is our first priority. We create a child safe and child friendly environment where all children are valued and heard, are safe and protected."

## **Key Selection Criteria**

### Skills and Behaviours

- Acts in accordance with EACH's Behavioural and Performance Standards.
- Highly developed communication and interpersonal skills to competently establish and maintain effective working relationships with clients, staff and visitors.
- Demonstrated ability to work collaboratively and enthusiastically within a team to help foster a positive and progressive work environment.

### Desirable Experience, Knowledge, and Qualifications

- Tertiary qualifications in a relevant discipline.
- Demonstrated ability in working collaboratively as part of a Team
- Appreciation and understanding of the Not-For-Profit sector and Health services is well-regarded.

### Mandatory Competencies and/or Licences

- Completion of an acceptable Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.
- A cleared National Worker Screening Check prior to commencement of employment (if required for the role – not applicable to all roles)

### Expected behaviours for all EACH Staff

- Acts in accordance with EACH's Code of Conduct, policies and procedures and is demonstrably committed to EACH's vision, mission, values, and service principles.
- Responds to family violence risk in line with their role and responsibilities and in accordance with the Multi-Agency Risk Assessment and Management (MARAM) Framework and related Frameworks.
- Promotes a 'safety first' culture and acts in accordance with EACH Health, Safety and Wellbeing Policy and management system.
- Ensures EACH Great Care is put through its PACES (Person-Centred, Accessible, Connected, Effective and Safe).
- Promotes and supports a zero-tolerance culture that recognises all people have the



right to live their lives free from abuse, neglect, violence, discrimination and exploitation and acts upon EACH's commitment to recognise, raise and respond to any deviation from a person's human rights.

- Fosters and promotes an inclusive and collaborative work environment where all employees, volunteers and customers feel welcomed, respected, valued and enabled and proud to fully participate, irrespective of their individual differences in background, experience and perspectives. Demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers.
- Demonstrates teamwork and collaboration and positively contributes to group activities.
- Contributes to innovation and continuous improvement and openly shares information and knowledge to enable optimal outcomes for customers.
- Be curious, reflective, and open to continuous learning and new ways of working.
- Successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery.



## Part 2 - Addendum Peer Worker – Consumer Perspective – Grade 2

This document explains the work of the Youth Enhanced Services Peer Worker – Consumer Perspective role and the outputs they will need to deliver

<b>Position:</b>	<b>Peer Worker – Consumer Perspective</b>
<b>Directorate / Service / Program:</b>	<b>Mental Health, Alcohol and Other Drugs/ Primary Mental Health Care NSW/ Youth Enhanced Service</b>
<b>Industrial Instrument Name:</b>	<b>EACH Social and Community Service Employees Enterprise Agreement</b>
<b>Instrument Classification:</b>	<b>Social &amp; Community Services Employee Enterprise Agreement Level 3</b>
<b>Reports to:</b>	<b>Team Leader - YES</b>
<b>Effective Date:</b>	<b>August 2024</b>

### About the Therapeutic Alliance team

The Therapeutic Alliance is a consortium of community based not-for-profit services who provide outstanding services across the North Coast of NSW. Consortium partners are Health Voyage, The Buttery, Ability Options, Wellways and EACH as the lead agency of the Consortium.

The Alliance will deliver the Primary Mental Health Program (PMHP) funded by Healthy North Coast through a multidisciplinary person centred, hub and spoke model/s of care. The 3 main service hubs are located at Port Macquarie, Coffs Harbour, and Byron Bay.

The PMHP will deliver Healthy Minds, Mental Health Nursing Incentive program, Youth Enhanced Services (YES), Suicide Prevention program, Counselling Support program and Low Intensity Mental Health program.

### Role Summary/Purpose

Peer Workers draw on their own life-changing lived experience of mental illness, substance dependence or trauma and their journey of recovery and healing in order to support others.

Peer Workers build mutual relationships based on connection; shared lived experience; curiosity about worldview; and moving towards positive aspirations in life. They provide an important resource for hope and social change.

The YES Peer Worker will support the client through their recovery journey by providing 1:1 peer support onsite or on outreach; facilitating peer support groups; and providing secondary consultation and education aimed at facilitating recovery principles of hope, choice, self-determination and social connectedness.



The YES Peer Worker will also participate in monthly individual peer supervision and a monthly peer reflective practice group, to ensure peer work aligns with best practice within a recovery-oriented framework.

The Peer Worker's understanding of the needs of clients arises from their lived experience and peer training and compliments the professional knowledge and skills of the clinical staff.

The Peer Worker will be an integral member of the team and draw on the unique perspective of lived experience and the recovery journey to instil confidence and hope in others about their personal recovery journey.

## **Key Deliverables**

- Utilise Intentional Peer Support principles & tasks to engage with clients and staff.
- Form effective and empathic peer relationships by sharing personal lived experience in a purposeful way; making deep connections with others; showing curiosity about worldview; forming mutual relationships; and moving towards a future of hope and possibilities.
- Uphold consumer perspective values and principles to build relationships which are recovery, strength and possibility focused.
- Provide one on one peer support to consumers and facilitate peer support groups.
- Support clients who access services to develop their strengths, wellbeing practices and self-identified recovery goals, as well as their support systems and community connections.
- Work collaboratively with other staff and service providers to improve understanding of personal recovery and build capacity to provide holistic, inclusive and recovery oriented mental health and alcohol and other drug (MHAOD) services.
- Engage in professional development activities such monthly individual peer supervision, monthly peer reflective practice sessions and consumer perspective training.

## **Qualifications and skills**

### Skills, Experience and Knowledge

- Ability to engage with others and work collaboratively.
- Good communication skills.
- Ability to form healthy relationships.
- Ability to promote a culture of hope and optimism by sharing of lived experience of the recovery journey.
- Inclusive and non-judgemental approach.
- Ability to monitor own well-being, practise self-care and seek support where necessary.
- Ability to develop knowledge and learn new processes.
- Ability to engage with clients, using lived expertise, whilst upholding a professional approach to the role including maintaining professional boundaries.
- A positive and person-centred approach with a guiding belief about everyone's capacity to grow within and beyond their current circumstances.

### Experience

#### Mandatory:

- Lived experience of mental illness, substance dependence or trauma.



- Lived experience of the recovery journey.
- Experience with group facilitation.
- Good written and verbal communication skills.
- Good IT skills.

Highly Desirable:

- Personal experience of the public or private MHAOD systems.
- Understanding of and commitment to human rights and social justice.
- Understanding of trauma-informed care.
- Understanding of the harm minimisation approach.
- Experience working in diverse communities.

#### Mandatory Qualification/s, Competencies and/or Licences

- Certificate IV Mental Health Peer Work and/or Intentional Peer Support core training are highly desirable.
- Completion of a Criminal History Check and Working with Children Check prior to commencement of employment, as well as a duty to disclose relevant information that may arise after employment has commenced.
- Current State based driving license.

#### **Physical Requirements**

- Ability to travel between EACH locations.