

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.</p> <p>We've learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate partners and everyday Australians who provide generous support.</p> <p>Together, we stand with Australians in need until they can stand for themselves.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	End homelessness and ensure people and communities in need can thrive.

Position Details:

Position Title: Peer Support Worker

Award/Agreement:	SD EA 2016-2019
Classification/Level:	Community Serv. Employee Level 1
Executive Function:	Community Services
Business Unit/Program:	Community Services
Reports to:	Program Manager
Position Purpose:	To provide support and mentoring to people with a mental illness or Suicidal crisis who participate in the Support programs at Mission Australia

Position Requirements (What are the key activities for the role?)

Key Result Area 1	Client support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Respond to referrals of clients from internal and external support services, conducting over the phone and formal face to face assessments of suitability for supports Undertake initial assessments for clients when presenting in Crisis with LHD 	<ul style="list-style-type: none"> All referrals are responded to an appropriate client are selected for the program Thorough assessments are conducted, and all required admin work is completed and on file Individual recovery and or safety plans are created for all clients, with ongoing supports identified.

<p>Clinician and/or liaise with LHD clinician to ensure appropriate supports are in place.</p> <ul style="list-style-type: none"> • Work with clients to create individual recovery and safety plans including referral to supplementary services as needed. • Conduct group activities for clients where necessary 	<ul style="list-style-type: none"> • Group activities are conducted for clients as appropriate • Clients are effectively transitioned out of the service where appropriate and offered ongoing support from internal and external services.
Key Result Area 2	Program Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Undertake special projects as agreed with the Program Coordinator /Area Manager • Develop an effective working relationship with local Mental Health services, Emergency service providers and other relevant government and non-government agencies • Take every opportunity to enhance the image and public's knowledge of Mission Australia and its work • Participate in and implement all continuous quality improvement activities within the service to ensure compliance with Health and Community Services standards 	<ul style="list-style-type: none"> • Additional projects are completed within negotiated time frames • All communication to other agencies is always professional. There is participation in allocated interagency activities • Any allocated continuous quality improvement activities are completed within the required timeframe
Key Result Area 3	Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Create and update case notes to be included in Client Files and/or provided to LHD staff for all clients in line with Mission Australia protocols. • Complete a range of internal and external reports relating to clients and the program including risk assessments, etc. • Complete a range of other administrative duties for the efficient running of the service. 	<ul style="list-style-type: none"> • Case notes are provided to Support Workers and LHD Clinicians and are created in required standard and updated regularly. • All paperwork is completed and correct and kept as required. • All required administration tasks are completed accurately and in a timely manner. • Work within NSW health guidelines

Note - Employees may also be required to perform other tasks/duties or work as reasonably requested to meet Position, Program, Funder or Mission Australia requirements.

Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace.
- Ensure required workplace health and safety actions are completed as required.
- Participate in learning and development programs about workplace health and safety.

- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

Purpose and Values

- Actively support Mission Australia's purpose and values.
- Positively and constructively, represent our organisation to external contacts at all opportunities.
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
- Operate in line with Mission Australia policies and practices (e.g. Financial, HR, etc.).
- To help ensure the health, safety and welfare of self and others working in the business.
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards.
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#).
- Actively support Mission Australia's Reconciliation Action Plan.

Recruitment information

Qualification, knowledge, skills and experience required to do the role

- Have a lived experience of the Mental Health Service System and or Suicidal crisis
- Demonstrated understanding of professional boundaries.
- Demonstrated understanding of community activities, programs, and networks in the Broken Hill region.
- Capacity to work rostered hours (e.g. evenings, weekends, and public holidays as required).
- Capacity to work towards or willingness to obtain Certificate 4 in Mental Health Peer Work.
- Computer literate in a windows environment
- Excellent Oral and Written Communication Skills
- Current Drivers Licence

Key challenges of the role

- The ability to motivate and engage clients who demonstrate challenging behaviours.
- Manage safe storytelling and hold professional boundaries

Compliance checks required

Working with Children

National Police Check

Vulnerable People Check

Driver's Licence

Reasonable evidence of full vaccination against COVID-19

Approval

Cameron Leiper

18/03/2022

Manager name

Approval date