

## ROLE DESCRIPTION

<b>Role Title:</b>	Peer Support Worker
<b>Classification Code:</b>	OPS2
<b>LHN / HN / SAAS / DHA:</b>	Limestone Coast Local Health Network (LHN)
<b>Hospital / Service / Cluster:</b>	Mental Health (MH)
<b>Division:</b>	Limestone Coast
<b>Department / Section / Unit / Ward:</b>	Limestone Coast Integrated Mental Health Inpatient Unit
<b>Role reports to:</b>	Manager Integrated MH Team
<b>Role Created / Reviewed Date:</b>	Reviewed March 2023
<b>Criminal History Clearance Requirements:</b>	<input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input type="checkbox"/> NDIS Worker Check
<b>Immunisation Risk Category:</b>	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal consumer contact)

## ROLE CONTEXT

### Primary Objective(s) of role:

The Peer Support Worker contributes to the delivery of a comprehensive and integrated range of evidenced based, recovery-oriented services across the multi-disciplinary Limestone Coast Local Health Network (LHN) Mental Health (MH) appropriate to the needs of the consumer and the local community.

Under the supervision of a clinician, the Peer Support Worker utilises their 'Lived Experience' to assist in the provision of a range of non-clinical, integrated psychosocial support services to mental health consumers across community, acute and rehabilitation service settings.

The Peer Support Worker works to assist consumers and service providers to understand the concept of recovery and rehabilitation and serve as a recovery and wellness / information role on personal experiences of managing a mental illness. Tasks and duties performed will be of a practical nature, through the provision of direct day to day tasks supporting the consumer's accomplishment of stated goals within the consumer care plan.

### Key Relationships/ Interactions:

#### Internal

- > Reports operationally to the Select Position through to the Select Position.
- > Works under the direct supervision of clinicians within the MH team.
- > Maintains cooperative and productive working relationships with all members of the multidisciplinary MH service and LHNs.
- > Mentoring will be provided in accordance with the Supervision Framework for MH service within the LHN.

#### External

- > As required, liaises with MH consumers, members of the public, community organisations, external service providers, contractors, and stakeholders across other government and non-government departments.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Working in a professional manner to support the maintenance of a positive image for the LHN, influences the development and fostering of effective internal and external partnerships and relationships, and ensures best quality and continual improvement of consumer care;
- > Demonstrates a strong awareness of and commitment to, the achievement of an integrated service model and mode of care across South Australia (SA), which delivers effective, appropriate and sustainable health care and outcomes;
- > Working in and/or with people from rural, remote and / or very remote country locations; and
- > Taking direction from a number of Nursing and Allied Health professionals.

**Delegations:**

- > N/A

**Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

**Performance Development**

The incumbent will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

**General Requirements:**

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements.*
- > *Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.*
- > *Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia Policy Directive.*
- > *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- > *Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.*
- > *Disability Discrimination.*
- > *Independent Commissioner Against Corruption Act 2012 (SA).*
- > *Information Privacy Principles Instruction.*
- > *Code of Fair Information Practice.*
- > *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual.*
- > *Relevant Australian Standards.*
- > *Duty to maintain confidentiality.*
- > *Smoke Free Workplace.*
- > *To value and respect the needs and contributions of SA Health Aboriginal staff and consumers and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.*

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- > *Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.*
- > The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

### Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

### White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

### Cultural Statement:

The Limestone Coast LHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. Limestone Coast LHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

### Special Conditions:

- > A current driver's license is essential, as is a willingness to drive on country roads and travel in light aircraft as required. Intra state travel will be required; interstate travel may be required.
- > Flexibility and some out of hours work may be required.
- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Screening and Licensing Unit, Department for Human Services (DHS).
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups.
- > Risk-Assessed roles under the National Disability Insurance Scheme (Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory NDIS Working Screening Check through the Department of Human Services (DHS) Screening Unit.
- > National Police Certificates must be renewed every 3 years thereafter from date of issue.
- > Working With Children Checks must be renewed every 5 years thereafter from date of issue.

- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the Public Sector Act 2009 for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- > Limestone Coast LHN MH embraces the principles of positive psychology and aims to be a flourishing MH service that impacts meaningfully and positively on the communities it serves. To this end, Limestone Coast LHN MH promotes the principles of PERMA+, as described by Dr. Martin Seligman- Adelaide Thinker in Residence Program, for our staff, consumers and partners.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<b>Utilises 'lived experience' knowledge and skills to support consumers in their recovery by.</b>	<ul style="list-style-type: none"> <li>&gt; Applying a recovery-oriented framework when speaking about personal experience of mental illness, treatments, MH services and recovery.</li> <li>&gt; Providing educational tips on self-management.</li> <li>&gt; Assisting with communication between the consumer and the treating MH service.</li> <li>&gt; In collaboration with other members of the MH team, assists consumers to understand early warning signs and assist to implement Relapse Prevention Plans.</li> <li>&gt; In collaboration with other experienced clinicians assists consumers understanding of the role of medication in managing symptoms.</li> <li>&gt; Representing the point of view of a consumer on planning groups within the service program.</li> </ul>
<b>Promotes cooperation, teamwork and consumer involvement by:</b>	<ul style="list-style-type: none"> <li>&gt; Demonstrating respect, courtesy and care and valuing all team members for their unique potential and skills.</li> <li>&gt; Within the appropriate clinical standards, deliver non-discriminatory support that is sensitive to the social and cultural values of the consumer, the consumer's family and carers and the community.</li> <li>&gt; Being aware of own communication style and behaviours and modifying these when necessary to achieve positive outcomes and relationships.</li> <li>&gt; Providing honest and sensitive feedback, whilst being receptive to and encouraging constructive critical feedback.</li> <li>&gt; Provide orientation to new and less experienced staff in the MH service.</li> </ul>
<b>Contribute to the maintenance of accountable practices, effective development and evaluation within the MH service by:</b>	<ul style="list-style-type: none"> <li>&gt; Identifying personal development goals and strategies to meet these needs.</li> <li>&gt; Participating in workshops, mandatory training and other staff development opportunities.</li> <li>&gt; Participating in regular supervision with the nominated clinician.</li> <li>&gt; Maintaining consumer records and other documents and records, as required.</li> <li>&gt; Participating in team meetings and processes, when required.</li> <li>&gt; Contributing to the effective operations of the multi-disciplinary team.</li> <li>&gt; Providing feedback relating to observed service gaps, and barriers created by organisational processes.</li> <li>&gt; Assisting in the development, implementation and review of team policies and procedures.</li> <li>&gt; Contribute to quality assurance activities related to the attainment of standards for accreditation and meeting National Standards for Mental Health Services.</li> </ul>

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<p><b>Provide effective, flexible and responsive contribution to a multi-disciplinary MH service by:</b></p>	<ul style="list-style-type: none"> <li>&gt; Contributing to the delivery of an effective culture of engagement and information sharing within the MH service.</li> <li>&gt; Contributing to the enhancement of well-being across the MH service by building strong networks of relationships at all levels within the organisation.</li> <li>&gt; Contributing to the identification and achievement of tangible goals.</li> </ul>
<p><b>Ensure services are delivered in a culturally sensitive manner by:</b></p>	<ul style="list-style-type: none"> <li>&gt; Acknowledging all cultures and their individually diverse communities, including the acknowledgment of the local Aboriginal community and their unique cultural background.</li> <li>&gt; Promoting access and equity of services for people from multi-cultural, and/or linguistically diverse backgrounds and Aboriginal and Torres Strait Islander background</li> <li>&gt; Providing services that are culturally sensitive to the needs of people and enable them to make decisions concerning their mental health.</li> </ul>
<p><b>Contribute toward the provision of a safe and healthy work environment for self and others by:</b></p>	<ul style="list-style-type: none"> <li>&gt; Reporting all accidents, incidents and near misses.</li> <li>&gt; Complying with reasonable instructions or procedures aimed at protecting the health and safety of themselves and others.</li> <li>&gt; Carrying out responsibilities as detailed in occupational health, safety and injury management policies and procedures.</li> <li>&gt; Contributing to the identification, implementation and review of opportunities for improvements to team communications, capabilities, processes, practices and outcomes.</li> </ul>
<p><b>Develop and support a standard of excellence in mental health care by:</b></p>	<ul style="list-style-type: none"> <li>&gt; Committing to the National Standards for Mental Health Services, and performing role and responsibilities in accordance with those standards, vision and values.</li> <li>&gt; Participation in continuous quality improvement activities to achieve accreditation.</li> <li>&gt; Maintaining contemporary knowledge and skills through involvement in ongoing staff development and education.</li> <li>&gt; Attending mandatory in-service programs and training.</li> <li>&gt; Promoting community acceptance and the reduction of stigma for people affected by mental disorders and/or mental health problems.</li> </ul>

## Knowledge, Skills and Experience

### ESSENTIAL MINIMUM REQUIREMENTS

#### Educational/Vocational Qualifications

- > Nil.

#### Personal Abilities/Aptitudes/Skills

- > Proven effective communication skills, including an ability to relate on an interpersonal level to mental health consumers, families, carers and colleagues, including establishing rapport with staff and consumers, from a wide variety of cultural, ethnic and social backgrounds.
- > Ability to liaise effectively with public and community agencies and organisations; deal with stressful situations and distressed consumers.
- > Ability to work collaboratively within a multidisciplinary team.
- > Demonstrated ability to work effectively in a responsible and reliable manner, and with initiative, motivation, discretion and integrity, and a capacity to maintain professional and ethical practices.
- > Ability to organise workloads, set priorities and meet deadlines, and effectively utilise available resources and work appropriately under direction.
- > Proven ability to work as a team member and to respectfully participate and contribute within a team environment.
- > Understanding the barriers faced by people who are experiencing significant mental health issues/ illness.
- > An empathy/understanding of people suffering from a mental illness.
- > Commitment to meeting the needs of consumers in the mental health service.
- > Ability to engage with Aboriginal community/consumers in a culturally appropriate manner and a willingness to undertake further training in this manner.

#### Experience

- > Personal experience of using strategies to assist with own mental health recovery journey and ability to provide non-judgemental, practical support to mental health consumers.
- > Personal experience of developing emotional health and wellbeing and building on one's own strengths.
- > Experience in Microsoft Office software packages including word processing, desktop publishing, Excel and Outlook.
- > Experience in reporting to and liaising with multiple stakeholders across the spectrum of community services or health.
- > Experience in working with people who have health and /or mental health related issues.
- > Experience in working within a large health organisation such as a mental health/community services setting.
- > Experience working with Aboriginal consumers.

#### Knowledge

- > Knowledge of occupational health safety and welfare requirements, and an understanding of the principles of confidentiality and their application in the workplace, particularly in relation to work conducted within a mental health service.
- > Self-management strategies in relation to mental health.
- > Understanding of mental illness and the impacts of associated disability on the individual and their community.
- > Relevant legislation pertaining to mental health services.

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- > General understanding of Aboriginal culture and a willingness to undertake further training in this area.

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications**

- > Completion of and/or willingness to undertake further education as appropriate to the role and function of Peer Support Worker.

#### **Personal Abilities/Aptitudes/Skills**

- > Experience supporting others through the recovery journey with an illness/disability.

#### **Experience**

- > Providing one on one and/or group support within a community context.
- > Previous experience working in a health or community service environment.
- > Experience in group work.

#### **Knowledge**

- > Knowledge of the resources and services available to support consumers and families.
- > Knowledge of Mental Health principles and recovery-oriented frameworks.
- > Knowledge of SA Health and/or regional Local Health Networks.
- > Knowledge of a range of strategies to maintain good mental health.
- > Knowledge of the rights and responsibilities of mental health consumers.
- > Knowledge of a wide range of local community services and how to access them.



## Organisational Context

### Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

### Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing.

The legal entities include but are not limited to Department for Health and Wellbeing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Local Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Riverland Mallee Coorong Local Health Network, Limestone Coast Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

### SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through general practitioners and other providers.

### Health Network/ Division/ Department:

Six regional LHNs oversee the rural public health system in South Australia. These LHNs provide community, rehabilitation and acute services to approximately a third of SA's population. The Vision of the regional LHNs is to transform health care and actively deliver health benefits so that rural and remote South Australians live healthy lives. Within this broader context, the mission of the regional LHNs is to:

- > Support rural and remote South Australians to be healthy;
- > Commit to partnering with individuals, communities and staff to deliver high quality, high value health care that enhances the lived experience of rural and remote South Australians and their cares and families; and
- > Commit to enhancing the satisfaction, and promoting the talent, of its workforce.

Limestone Coast LHN MH's mission is "*To be a flourishing mental health service that impacts meaningfully and positively on the communities it serves*". Within this context, there are 5 key goals that support the achievement of the Directorate's vision of "*Transforming health care and actively delivering health benefit*." These are to achieve:

- > Effective, appropriate and sustainable mental health services;
- > Access to empowering and appropriate mental health services;
- > An appropriate, skilled and well supported mental health workforce;
- > Collaborative and research based mental health service planning and policy development; and
- > Strong leadership through governance, transparency and accountability.



## Values

### LCLHN Values

The values of LCLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

<b>Integrity</b>	<ul style="list-style-type: none"> <li>&gt; We know integrity involves not only doing what is right when everyone knows, but also when no one is watching</li> <li>&gt; We recognise the importance of our work and display a high standard of professionalism</li> <li>&gt; We do what we say and say what we mean</li> </ul>
<b>Honesty</b>	<ul style="list-style-type: none"> <li>&gt; We engage in open, clear and honest communication</li> <li>&gt; We are transparent and truthful in our actions</li> <li>&gt; We acknowledge our strengths, limitations and mistakes and learn from these for improvement</li> </ul>
<b>Courage</b>	<ul style="list-style-type: none"> <li>&gt; We have the courage to speak up and respectfully challenge others</li> <li>&gt; We are committed to being a high performing team and support a culture that fosters continued progress and growth</li> <li>&gt; We show resilience in the face of adversity</li> </ul>
<b>Care</b>	<ul style="list-style-type: none"> <li>&gt; We provide compassionate, appropriate and safe care in a supportive and nurturing environment</li> <li>&gt; We partner with consumers, family members and carers to help them make decisions and support them along the care continuum</li> <li>&gt; We create a culture of care where staff are supported and positively engaged in their work</li> </ul>
<b>Respect</b>	<ul style="list-style-type: none"> <li>&gt; We seek to understand and value others by putting ourselves in their shoes</li> <li>&gt; We listen attentively, communicate openly and act without judgement</li> <li>&gt; We recognise and welcome diversity within our community and our staff</li> </ul>

### Code of Ethics

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

**Aboriginal Health**

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

**Approvals**

**Role Description Approval**

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

**Role Acceptance**

**Incumbent Acceptance**

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

**Name:**

**Signature:**

**Date:**