

**Position Description**
**Position title: Peer Support Project Worker – level 3**

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| **Mission Australia** |
| About us: | Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.We’ve learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.Together we stand with Australians in need, until they can stand for themselves. |
| Purpose: | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.*“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)* |
| Values: | Compassion Integrity Respect Perseverance Celebration  |
| Goal: | To reduce homelessness and strengthen communities. |
| **Position Details:** Position Title: Peer Support Worker  |
| Division: | Service Delivery |
| Reports to: | Program Manager |
| Position Purpose: | To provide support and mentoring to people with a mental illness who participate in the Enhanced Adult Community Living Supports program and who have significant barriers to accessing the community. |
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**Position Requirements (What are the key activities for the role?)**

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| **Key Result Area 1** | **Client Support** |
| **Key tasks** | **Position holder is successful when** |
| * 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 assessment for clients.
* Work with clients to create individual recovery plans including referral to supplementary services as needed.
* Conduct group activities for clients where necessary
 | * All referrals are responded to an appropriate clients are selected for the program
* Thorough assessments are conducted, and all required paperwork is completed and on file
* Individual recover plans are created for all clients, with ongoing support provided
* Group activities are conducted for clients as appropriate
* Clients are effectively transitioned out of the service where appropriate and offered ongoing support from internal services.
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| **Key Result Area 2** | **Program Support** |
| **Key tasks** | **Position holder is successful when** |
| * Undertake special projects as agreed with the Team Leader / Service Manager
* Develop an effective working relationship with local Mental Health 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
 | * Additional projects are completed within negotiated time frames
* All communication to other agencies is professional at all times. There is participation in allocated interagency activities
* Any allocated continuous quality improvement activities are completed within the required timeframe
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| **Key Result Area 3** | **Administration** |
| **Key tasks** | **Position holder is successful when** |
| * Create and update case notes for Support Workers to be included in Client Files 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.
 | * Case notes are provided to Support Workers 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.
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| **P****U 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 (EG: 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
* Actively support Mission Australia’s Reconciliation Action Plan.
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**Recruitment information**

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| **Qualification, knowledge, skills and experience required to do the role** |
| * Have a lived experience of the Mental Health Service System.
* Computer literate in a windows environment
* Excellent Oral and Written Communication Skills
* Current Drivers Licence
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| **Key challenges of the role** |
| The ability to motivate and engage clients who demonstrate challenging behaviours.  |

**Compliance checks required**

**Working with Children** [x]

**National Police Check** [x]

**Vulnerable People Check** [ ]

**Drivers Licence** [x]

**Other (prescribe)** [ ]  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Approval**

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| **Manager name**  |  | **Approval date** |  |