

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Peer Support Worker	Department	Justice Programs
Location	Blacktown	Direct/Indirect Reports	0
Reports to	Regional Operations Manager	Date Revised	05/07/2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0040237

### Position Summary

The Peer Support Worker provides valuable mentoring support to young people involved with the youth justice system to assist them to articulate their goals, reconnect with the community and pursue positive lifestyles that minimise future risk of reoffending. Utilising a strengths based approach, the Peer Mentor will identify and leverage the participant's skills, competencies and interests toward the achievement of agreed outcomes. This role will also assist with the delivery of health, education, wellbeing and psychological support programs and activities

### Position Responsibilities

#### Key Responsibilities

- Contribute to the delivery of the Youth Mentoring Program.
- Provide mentoring support to a number of participants post their contact with the juvenile justice system.
- Assist participants in the development and achievement of their Personal Development Guides and provide support towards achievement of identified goals
- Assist to plan, facilitate and support participants to attend group and individual activities in a variety of settings.
- Provide support in linking participants, their families or other significant individuals with services and supports that will assist with their reintegration and the achievement of their identified goals.
- Maintain regular communication with participant's families or other significant individuals in order to enhance available supports.
- Liaise with and advocate to a variety of stakeholders regarding the needs of young people with a history of offending and their families and/or communities
- Attend regular staff meetings, debriefs and training as directed.
- Maintain client records in the Client Case Management Systems.
- Ensure accurate records for data collection and measurement
- Produce various written reports where required, including regular monthly reports
- Provide project support and assistance to the Regional Operations Manager

## Position Selection Criteria

### Technical Competencies

- Well developed communication skills, particularly in relation to negotiation, presentation and facilitation with young people
- Well developed problem solving, relationship building and boundary management abilities
- Experience in working with young people who are vulnerable or who have complex needs particularly in the areas of education, case management, training delivery, coaching or mentoring
- Knowledge and understanding of issues affecting young people from a diverse range of backgrounds and environments
- Knowledge and understanding of causes for reoffending amongst young people
- Ability to manage multiple tasks within a changing environment
- Proven highly developed organisational and time management skills
- Experience in records management, general office administration and basic proficiency in MS Office

### Qualifications/Licenses

- Relevant qualifications and/or experience in working with vulnerable young people in areas of significant disadvantage
- Current Australian Drivers License
- WWCC is mandatory for this role

### Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.

## □ **General Conditions**

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:  
**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct

Position Description

Template authorised by: Strategic Lead, Workforce Talent & Culture

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