

JOB DESCRIPTION

TITLE OF POSITION	Peer Practitioner
CLASSIFICATION LEVEL	Level 2
PROGRAM	Community Services

OVERVIEW

Lutheran Care provides community services in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and disability support. Current programs include emergency relief, financial counselling, family support and education, foster care, homelessness and housing and, NDIS disability services. Lutheran Care is committed to reducing barriers encouraging inclusion and participation in the community of people all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI), culturally and Linguistically Diverse (CALD) backgrounds and those with a disability.

We have committed to placing the expertise of people with lived experience at the centre of the work we do. As a Lived Experience Peer Support Worker you have unique knowledge, abilities and attributes. You will draw on your own life changing experience, service use and journey of recovery and healing, to support others.

ROLE SUMMARY

The aims and objectives of this role are to provide Lived experience support to consumers of the Western Hub (mental Health Service). Duties include:

- Greet and welcome consumers to the hub and explain hub services.
- Build relationships based on a collective understanding of shared experience, self-determination and empowerment.
- Assist consumers with service navigation by working collaboratively with consumers and carers to assist them in finding the most appropriate treatment, care or supports.
- Provide hope and support for change and recovery by providing Mental Health information including information about other services and supports both physical and online.
- Connect consumers to internal and external supports by supporting warm referrals to other services as required.

Please remember that a printed document is uncontrolled (e.g. it may be out of date) so always refer to the Information Centre for the latest version of this document.



REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Lived Experience, Peer Support Worker reports to Team Leader – Families and Relationships and will be supported to access lived experience support if applicable.

SPECIAL CONDITIONS

The successful applicant shall:

- Hold and maintain a satisfactory SA Department of Human Services Working With Children Check and a NDIS Worker Check
- Hold and maintain a satisfactory National Police Clearance
- Hold a current Safe Environments for Children & Young People certificate
- Hold a current and unrestricted South Australian Driver's Licence
- Possess a registered roadworthy vehicle available for work use (employees reimbursed for work travel)
- Provide evidence of COVID 19 vaccination (1st & 2nd dose)

CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
LC Culture	 Model ethical behaviour and practice consistent with the Christian ethos of LC as outlined in the Code of Conduct and stated values. Adhere to and support LC's policies and procedures.
Teamwork	 Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. Support LC's senior management team's decisions and ensure that instructions are carried out. Alert the Team Leader to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s). Attend and actively participate in regular Family Zone team meetings and forums via teams of face to face as required. Report to the Team Leader as required.



Work Health and Safety	 Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment. Promote and adhere to LC's Work Health and Safety guidelines.
Resource Management	 Maintain records of activities as required for accountability purposes. Manage resources and risks efficiently and effectively. Work within established or negotiated financial and time constraints.
Continuous Improvement	 Contribute to the delivery of high quality services. Understand and support continuous quality improvement in LC.

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
Service Delivery	 Utilise and apply knowledge of lived experience practice within day to day interactions with consumers, their families, stakeholders and other staff. Support management in educating the staffing group on the principles and application of lived experience practice and its wide-ranging benefits. Management will ensure worker is enabled to provide advice to management to incorporate lived experience in the development of organisational policies and procedures. Involvement in implementing and reviewing consumer journeys through the western hub and liaising with consumers and stakeholders. Worker will be supported to maintain an environment that empowers service users and promotes positive behaviours, positive learning, skills development and independence.
Communication	 Identify and develop key relationship networks to achieve goals, and improve outcomes for consumers and service delivery methods. Communicate effectively to engage and establish rapport with consumers and team members. Promote, facilitate and model positive collaboration between staff, agencies and sectors.



Client Support	 One on one consumer facing work including but not limited to support, advice and advocacy Deliver consumer centred, strengths based support and referrals to consumers. Utilise strengths-based practice in interactions with consumers. Ensure and maintain confidentiality for all consumers. Record consumer interactions and enter data as required for reporting purposes.
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PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Capacity to relate to consumers from a perspective of having a lived experience of mental health challenges.
- Comprehensive understanding of the recovery process and ability to communicate a lived experience.
- Ability to establish relationships and maintain appropriate boundaries with co-workers, consumers, carers, and families.
- Demonstrated ability to work in a team environment, skills to work cooperatively with other staff as well as working independently.
- Deep understanding of personal and professional boundaries
- Able to manage own self-care needs.
- Good written and verbal communication skills, and computer literacy

ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL

- Relevant tertiary study in mental health or a related field
- Skills in counselling and motivational interviewing
- Experience in support work
- Experience working with individuals requiring mental health support



ACKNOWLEDGEMENT:

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain "Best Practice" standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.