



Peer Support Specialist

Title	Peer Support Specialist
Program/department	BEING Supported Mental Health Peer Support Line (Warmline)
Weekly hours	Numerous part-time and casual positions (evenings and weekend shift available)
Reporting line	Manager – BEING Supported
Direct reports	Nil

About BEING – Mental Health Consumers Inc.

BEING - Mental Health Consumers is the independent, NSW peak organisation speaking with and for people with lived/living experience of mental health issues and emotional distress. Our primary focus is to ensure the voices of people with mental health issues are heard by decision makers, service providers, and the community, and leads and influences systemic change in services and systems.

BEING - Mental Health Consumers is committed to human rights principles of diversity, inclusion, and equity and believes that recovery is possible for all people who live with mental health issues and emotional distress.

With a long standing history of 26 years of operation, **BEING - Mental Health Consumers** is expanding and growing a service provision portfolio, to support people dealing with the day-to-day impacts of mental health issues in their daily living, as well as support the expansion and growth of the lived experience workforce

Our current programs include:

- BEING Supported – Mental Health Peer Support Line
- BEING Leadership Academy
- BEING Suicide Prevention
- BEING Lived Experience Network
- BEING Peer Workforce Network

About the role

BEING – Mental Health Consumers is excited to offer a new stream of peer support work to support the establishment of the BEING Supported – Mental Health Peer Support Line (Warmline).



The Peer Support Specialist will draw upon their previous experience in providing direct peer support work, and their own personal experience of mental health issues and recovery to establish positive rapport and trust with clients and co-workers, in a way which reinforces hope and empowerment.

The Peer Support Specialist is also responsible for managing their time effectively and ensuring that all paperwork, records, and reports are consistent with program needs and expectations.

As this program is in a pilot phase, the role requires someone who is flexible, adaptive, and proactive, and is agile to the changing needs of the program, the organisation, and working within tight timeframes.

Duties and responsibilities

- Work in a framework which encompasses trauma informed, recovery oriented, and strengths-based practices.
- Respond to callers via telephone and online platforms, engaging with them through active listening and empathic non-judgemental approaches.
- Develop peer to peer relationships based on trust, safety, and mutuality.
- Identify boundary issues and openly discuss role parameters with callers.
- Identify crisis and emergency situations and follow crisis and emergency protocols including interventions which refer to and notify emergency staff where required.
- Assist in linking and connecting callers to referral pathways.
- Maintain documentation, including records and reports in compliance with organisational and program requirements.
- Participate as a team member to advance in common team goals.
- Participate in staff meetings, peer debriefing, training and other meetings as assigned.
- Work collaboratively with other BEING – Mental Health Consumers staff where required to develop tasks relating to other areas and programs of the organisation.
- Assist and support callers to participate in other BEING Mental Health Consumers activities and programs of their choice.
- Participate in evaluation processes of the program.
- Undertake additional duties as required.

Essential Criteria:

1. Personal experience of mental health issues and the ability to utilise your own recovery to support and inspire hope and recovery for others.

2. Previous employment experience working as a Peer Support Worker in frontline work in either the public health or community managed sector, with an understanding of the core values and principles of peer support work.
3. Certificate IV Mental Health Peer Work or working towards completion.
4. Previous experience working with people in crisis situations and understanding of own abilities and boundaries of peer support work, including providing information and referral linkages where required.
5. Proven understanding of recovery-oriented, trauma-informed principles and strengths-based approaches in mental health.
6. Strong organisational and time management skills.
7. Ability to work both autonomously and in a team environment.
8. Confidence to work in a diversity of ways including over the phone and via internet platforms.
9. Demonstrated Computer literacy including Office 365 and cloud-based software.
10. Understanding and/or experience with State or National Peer Workforce Initiatives.

How to Apply

Apply immediately as applications will be reviewed on a first in basis.

The opening hours of the warmline is 10am – 4pm and 6pm – 10pm, seven days a week.

To apply for this position, please include a cover letter specifically addressing the Essential and Desirable Criteria including what days and times you are available to work, and email with your resume to jobs@being.org.au

Applications who do not address the Essential Criteria will not be considered for the position.

Please note that you must have the right to live and work in Australia to be eligible for this position.

For further information about our organisation please visit www.being.org.au

BEING – Mental Health Consumers Inc. is an Equal Employment Opportunity employer. This means we apply affirmative action strategies to the employment of people with personal lived/living experience of mental health issues.