



**Team Leader –  
Peer Support Specialist**

<b>Title</b>	Team Leader - Peer Support Specialist
<b>Weekly hours</b>	Numerous part-time and casual positions (evening and weekend shifts available)
<b>Reporting line</b>	Manager – BEING Supported
<b>Direct reports</b>	Nil

**About BEING – Mental Health Consumers Inc.**

**BEING - Mental Health Consumers Inc.** 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 Inc.** 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 Inc.** 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 Senior Peer Support Specialist will draw upon their previous experience in direct peer support employment and their own personal experiences of living with mental health issues to establish positive rapport and trust with clients and co-workers, in a way which reinforces hope and empowerment.

Critical to the role is the provision of shift supervision, leadership, mentoring and guidance to Peer Support Specialists through using individual and group activities. This includes ensuring that rostered staff are well supported, complete documentations and program 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.
- Provide direct shift supervision for allocated shift. This includes working with the Manager to coordinate and monitor staff activities/schedules and be knowledgeable of staff activities related to shift.
- Provide leadership and mentoring to Peer Support Specialists in line with the values and principles of peer support work.
- Review and support staff with crisis and emergency interventions, referral pathways, documentation, record keeping and reporting processes to ensure efficiency of service provision.
- 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 and mutuality, and with strong ethics and boundaries.
- Identify crisis and emergency situations and follow crisis and emergency protocols including interventions which refer and notifying emergency staff where required.
- Assist in linking and connecting callers to referral pathways.
- Maintain documentation, including record keeping and reports in compliance with organisational and program requirements.
- Participate effectively as a team member to advance in common team goals.
- Participate in staff and peer mentoring meetings, 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.
- Invite and assist 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:**

- Personal experience of mental health issues and the ability to draw upon own personal recovery journey to inform your work.
- Minimum of 3-years previous employment experience of working as a direct Peer Support Worker in either the public health or community managed sector, with a deep understanding of the core values and principles of peer support work.
- Previous experience in leading, supporting, and mentoring staff, ensuring compliance with record keeping and reporting in line with organisational objectives.
- Demonstrate high ethical values and boundaries with staff and clients.
- Certificate IV Mental Health Peer Work or working towards completion by end 2020.
- Previous experience working with people in crisis situations and understanding of own abilities and boundaries of peer work, including providing information and referral linkages where required.
- Proven understanding of recovery-oriented, trauma-informed principles and strengths-based approaches in mental health.
- Superior organisational, time management, interpersonal and written skills, including development of record keeping and reporting mechanisms.
- Ability to work both autonomously and in a team environment.
- Confidence to work in a diversity of ways including over the phone and via internet platforms.
- Demonstrated Computer literacy including Office 365 and cloud-based software.

### **Desirable Criteria:**

- Understanding and/or experience with State or National Peer Workforce Initiatives.
- Previous experience working with on phone lines and digital platforms.



## 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](mailto: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](http://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.