

## POSITION DESCRIPTION

<b>Title</b>	Phone Support Peer Support Worker
<b>Hours</b>	Approximately 6 hours per month (Fridays)
<b>Employment type</b>	Casual contract
<b>Reporting to</b>	Suicide and Self-Harm Community Engagement Coordinator
<b>Direct reports</b>	Nil
<b>Location</b>	Working from home

### About the role

BEING is establishing two new committees: the Suicide Advocacy Co-Design Committee and the Self-Harm Advocacy Co-Design Committee to really understand Australians' real-life experiences of suicidality and self-harm. As part of NSW Towards Zero Suicide initiatives, these committees will look at important issues identified by the co-designers and BEING members. Each committee will come together for 10 co-design online sessions to discuss current policies and services, mental health system reform and the advocacy needed to bring about positive change for people across NSW!

The Peer Support Worker will be required to maintain a confidential, safe space for co-designers to connect and receive phone or online support, including to debrief with co-designers in a manner which models connectedness, hope, support and reciprocity through shared experience, trust and mutual understanding. This may involve supporting people who are highly distressed to connect with appropriate supports or provide feedback back to Being in the situation of mandatory reporting or with consent from the co-designer involved where an issue may affect future participation.

The Peer Support Worker will be able to use their lived experience of mental health issue/s and experience of peer support work within the mental health sector in an appropriate and respectful way. Co-designers will be able to contact you directly and you will use your lived experience to support co-designer/s during and for one hour after co-design sessions.

## Duties and Responsibilities

<p><b>Operational</b></p>	<ul style="list-style-type: none"> <li>• Provide support, including debriefing, via phone or online to co-designers during co-design advocacy sessions and one hour after for the suicide advocacy and self-harm advocacy co-design committees.</li> <li>• Engage with co-designer callers in a way that develops trust and maintains professional peer worker/consumer boundaries.</li> <li>• Be mindful these conversations can be challenging, confronting, or potentially distressing for the caller, and try to respond accordingly.</li> <li>• Support callers who may be highly distressed to connect with their appropriate supports, including their identified informal and formal supports.</li> <li>• Provide feedback to BEING community engagement team in the situation of mandatory reporting or with consent from the co-design caller involved where an issue may affect future participation.</li> </ul>
<p><b>Leadership</b></p>	<ul style="list-style-type: none"> <li>• Leadership is provided using best practice approaches (recovery-oriented, trauma-informed, strengths-based practices).</li> <li>• The incumbent can adapt the communication style to the audience.</li> </ul>
<p><b>Community engagement</b></p>	<ul style="list-style-type: none"> <li>• Work collaboratively with people living with mental health issues, family, carers and the broader community to support co-design callers as needed.</li> </ul>
<p><b>Compliance</b></p>	<ul style="list-style-type: none"> <li>• Consideration of aggregated caller data to inform practice and continuous co-design committee improvement.</li> <li>• Work with the Suicide and Self-Harm Community Engagement Coordinator to mitigate risks and issues as they arise, including developing and maintaining a risk register, and a risk profiling/matrix when necessary.</li> </ul>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Adhere to all organisational policies, procedures, standards and practices including privacy and confidentiality policy</li> <li>• Act only in ways that advance BEING's - Mental Health Consumers' objectives, values and reputation.</li> <li>• Contribute to a positive organisational culture and learning</li> </ul>

	<p>environment.</p> <ul style="list-style-type: none"> <li>• Other duties relevant to the role as determined by management.</li> </ul>
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## About You

To be successful in the position you will have the following:

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	Certificate IV in Peer Work Have a current Working with Children Check and police check	Certificate IV in Training & Assessment (TAE40110 or 40116)
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Lived experience of diagnosed mental health condition, with willingness and ability to appropriately share your lived experience and recovery.</li> <li>• 1+ year working as a peer worker with direct 1:1 experience, community organisation support or suicide prevention support.</li> <li>• Willing and able to effectively, respectfully, and appropriately use your lived experience of a mental health issue.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in working with people from diverse backgrounds especially First Nations, people of colour, and LGBTIQ+ and people with lived experience of mental health challenges.</li> <li>• Direct /personal experience of suicidality or self-harm</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Have working knowledge of person-led and recovery-oriented practice.</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Have good interpersonal skills, be non-judgmental, fair, patient, have willingness to listen, and display empathy.</li> <li>• Proficient with technology.</li> </ul>	

<b>Other</b>	<ul style="list-style-type: none"> <li>• Current police check</li> <li>• Current Working With Children Check</li> <li>• Two references</li> <li>• The successful applicant will be required to have a computer/laptop, reliable internet connection and work phone.</li> </ul>	
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**Performance Plan**

The Phone Support Peer Support Worker is required to develop and commit to annual key performance indicators (KPI's) that relate to BEING – Mental Health Consumers' Strategic Plan and annual Business Plan, each of which is monitored and assessed by the line manager and/or CEO. In addition, the Code of Conduct is required to adhere to the Code of Conduct and abide by the operating Values of the organisation.

It should be noted that Position Descriptions are under constant review and may be changed at any time.

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I have read, understood, and agreed to the Position Description of my role. I accept that the Position Description may be reviewed and changed, as necessary.

Signed: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Print name: \_\_\_\_\_