



## Position Description

### Peer Support Worker



<b>Program:</b>	headspace Coffs Harbour
<b>Location:</b>	45 Little St, Coffs Harbour
<b>Award:</b>	Health Professionals & Support Services Award 2020
<b>Classification:</b>	Support Services Level 3
<b>Reports to:</b>	Community Engagement Officer
<b>Direct employer:</b>	Health Voyage Ltd

**OUR VISION:** *Healthier people. Stronger communities.*

**OUR MISSION:** *To provide equal access to safe, quality health care services and improve the physical, mental, and social wellbeing of vulnerable individuals in our community.*

**OUR VALUES:** *Ethical Integrity Respect Diversity Compassion*

*Health Voyage is a Circle Back Initiative Employer <https://circlebackinitiative.com/about/> and commits to respond to every applicant.*

#### ORGANISATIONAL AND PROGRAM SUMMARY

##### Health Voyage Ltd

Health Voyage is a local for purpose not for profit. As a charity organisation we are strongly guided by our values and work towards a vision of healthier people and stronger communities.

Health Voyage is the Lead Agency for:

- the Coffs Harbour Women's Health Centre
- headspace Coffs Harbour,
- headspace Grafton, and
- the Mental Health Nursing Services Program for the North Coast.

We work in partnership with other community organisations and the Local Health Districts and our funders to ensure our services complement and strengthen the public health sector. We provide accessible, cost-efficient and effective health and wellbeing services to prevent or lessen the long-term impact of illness is a vital contribution to the wellbeing of individuals, families and the community.

##### Our commitment to a safe, inclusive and respectful workplace

Health Voyage is committed to a workplace culture that builds respect, fosters inclusiveness, promotes diversity and embraces the unique skills and qualities of all our workforce and members. Candidates who identify as Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, LGBTIQ+, or have a lived experience of mental health are encouraged to apply for Health Voyage positions.

#### POSITION SUMMARY

As a Peer Worker, you will work within the headspace team to provide open, appropriate, and effective support to young people accessing or considering connection to headspace services. The peer worker will work collaboratively with and support the functions of the community engagement and clinical teams.

As a Peer Worker, your own life experience of mental health and personal recovery will provide a distinct advantage as you support people with a lived experience of mental health issues. You will aim to nurture

V1 Jun 2024

(headspace Coffs Harbour, headspace Grafton and Coffs Harbour Women's Health Centre are programs of Health Voyage Ltd ABN 73 738 289 843)

hope and personal power to inspire the people that you support to move forward with their lives. Before applying for a Peer Work position, applicants need to understand that being a Peer Worker means you will be drawing on your lived experience in the everyday duties of your work.

Peer workers are part of the headspace multidisciplinary team and work alongside other workers involved in a young person's care (e.g. Psychologists, Youth Access Clinicians). This includes working within the service's clinical governance framework, policies, and procedures to deliver safe and effective peer support.

Peer workers are supported by the service to work safely and effectively in their roles. This support includes comprehensive peer worker training, supervision of their work, clinical escalation assistance, line management and others. It also involves a clear orientation of the service's clinical governance framework and their role within it, as well as additional training and capacity building.

headspace strongly encourages candidates aged between 18 and 30 with a lived experience of mental health challenges, and/or help-seeking to apply. 'Lived experience' can be through the experiences of friends and family.

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### **KEY RESPONSIBILITIES**

- Support youth participation and community engagement activities by:
  - Working alongside the Community Engagement team in the development, implementation, and evaluation of community activities and projects
  - Facilitate peer-led initiatives to improve young people's mental health and wellbeing
  - Assist in recruitment and retention of Young Leaders' Council volunteers
  - Attend and engage with the Young Leaders' Council at meetings, groups, and events
- Support young people accessing headspace services by:
  - sharing and discussing common experiences to develop trust and rapport
  - encourage and maintain a positive and optimistic outlook
  - being a point of contact and support
  - participating in goal setting activities with the young person
  - identify opportunities for young people to learn, grow, and become more confident/improve self-esteem
  - provide encouragement and assistance to access supports
- Forge strong links with headspace staff and community partners to better enable a smooth transition for young people to and between services.
- Provide support and feedback to team members.
- Prepare reports, case notes and other required documentation.
- Participate in regular supervision.
- Undertake training and professional development.

### **RELATIONSHIPS**

The position holder will be required to develop and maintain positive and effective working relationships with a broad range of people and organisations. They must positively represent headspace Coffs Harbour and Health Voyage to the public, community, government, and other organisations.

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<b>Reports to:</b>	Community Engagement Officer
<b>Direct Reports:</b>	None
<b>Indirect Reports:</b>	None
<b>Accountable to:</b>	headspace Centre Manager, Health Voyage CEO and Governance Board
<b>Internal Relationships:</b>	headspace Coffs Harbour Centre Staff and Contractors Health Voyage Staff and Contractors Youth Leaders Council Members
<b>External Relationships:</b>	Healthy North Coast Staff headspace National Office and other Centre's Staff Consortium partner organisations and staff Co-located partner organisations Local youth, health and community service providers and staff Government departments, local members, ministers, and staff Young people and their family and friends that access the centre

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## SELECTION CRITERIA

### Essential

1. Lived experience (lived experience can be through the experiences of friends/family) of mental health issues
2. Practical knowledge and understanding of issues experienced by people with mental ill health
3. Understanding of the recovery process and to be at a place in your own journey to be able to safely communicate your experience
4. Ability to establish relationships and maintain appropriate boundaries while maintaining privacy and confidentiality
5. Capacity to engage in and use supervision effectively to support you in your work
6. Ability to manage your own wellness including the identification of strategies for staying well whilst working

### Foundational skills required

- Exceptional interpersonal skills with the ability to establish and maintain effective relationships with a diverse range of people and professionals.
- Highly developed verbal and written communication skills.
- Advanced computer skills including word processing, spreadsheets, and database applications.
- Ability to work both independently and collaboratively as a productive team member.
- Have a Certificate IV in Mental Health Peer Work, or be interested in enrolling (Course fees will be paid by Health Voyage)

### Personal attributes

- High levels of professionalism, confidentiality, and discretion.
- Ability and commitment to continuous learning, and happy to receive feedback
- Strong work ethic.
- Adaptability and flexibility to changing work environments and requirements.
- Reliable and works well in a team.

## WORKPLACE POLICIES AND PRACTICES

All Health Voyage employees and contractors are required to familiarise themselves with the organisation's code of conduct and policies and procedures and to abide by them at all times. It is expected that at all times employees and contractors will:

- Be respectful towards the organisation, colleagues, clients and the general public
- Support the headspace vision and objectives and demonstrate the values of headspace
- Support the Health Voyage vision and objectives and demonstrate the values of Health Voyage
- Take reasonable care for their own health and safety, and that of others in the workplace.

The position holder must also:

- Maintain a current check for working with young people as per the relevant state legislation.
- Undergo a current and satisfactory criminal record check.
- Maintain a current driver's licence.
- Maintain eligibility to work in Australia.

**OTHER INFORMATION**

**Fringe Benefits:** Salary Sacrifice (Packaging) is available to eligible employees. Health Voyage Inc is a Registered Charity

**Superannuation:** Employer contribution will be paid in accordance with the applicable current Superannuation Guarantee Legislation to a complying super fund.

**Leave:** Annual leave as per the National Employment Standards with 17.5% loading (not applicable for casual employment)  
Sick Leave as per the National Employment Standards (not applicable for casual employment)

**Public Holidays:** All official National and NSW Public Holidays that occur on regular days of work (not applicable for casual employment)

**Position status:** This position is reliant upon continuing grant funding

**Please note:**

**It is an offence under the NSW Child Protection (Prohibited Employment) Act 1998 for a person convicted of a serious sex offence to apply for this position. Successful applicant(s) will be subject to Working with Children Check and Police Check prior to Employment.**

**Health Voyage regards the health, safety and wellbeing of our people, our contractors, and our communities to be our highest priority, which is why we require all employees to have received at least two doses of an approved COVID-19 vaccine or have an approved medical contraindication form.**

<b>Approved by:</b>	Chief Executive Officer
<b>Date approved:</b>	Jul 2024