



PEER SUPPORT WORKERS – MENTAL HEALTH CAFE

Position:	Peer Support Worker Roles (Casual)
Base Location:	Morwell
Hours of work:	Varies - includes Saturdays and evening work.
Days of work:	Varies
Term of employment:	Casual
Salary:	SCHADS Award Grade 3, Level 1 Generous salary packaging available.
Superannuation:	11%
Applications:	Applications or queries should be emailed to reception@llq.org.au with the reference "PSW" All applicants must address the Key Selection Criteria.



Our vision: An Australia free of suicide.



Our values: Integrity . Respect. Fairness. Quality & Professionalism . Collaboration . Sustainability

Organisational Context

Lifeline Gippsland Inc. is a not-for-profit organisation with a proud history of serving our community since 1968. We provide a range of support services to the community, including the 24-hour 13 11 14 national crisis line, suicide prevention activities, and mental health awareness programs and training. Volunteers play a vital role throughout the organisation.

Our business operations consist of five charity retail stores across Gippsland. These stores generate the income we need to support our contribution to the 13 11 14 crisis support line and other suicide prevention and intervention services as we work towards our vision of an Australia free of suicide, where no one has to face their darkest moment alone.

Project Overview

Lifeline Gippsland has been commissioned by the Latrobe Health Assembly to pilot a new initiative in Morwell based on the Safe Haven Model. This project was developed through consultation with local agencies, the community and people with lived and living experience of mental ill health, their families, carers and supporters.

This space will not operate as a café but will offer a café-like environment, providing a warm and welcoming space for people experiencing mental and emotional distress, their carers, families and

supporters seeking a safe haven as well as peer support, advice and assistance with navigating the mental health system.

The service will operate approximately two evenings per week, one weekday and on the weekend. Times of operation may change in response to community needs. After-hours, evenings and weekend work will be a requirement of the role.

Organisational Level Outcomes:

All team members are expected to contribute to the success of LLG. At LLG we foster a strong sense of collaborative practice and a positive workplace by taking personal responsibility for:

- Participating in performance planning processes
- Contributing to the development of policies, procedures, risk management and quality improvement processes
- Developing annual work plans based on key performance indicators
- Seeking opportunities to recognise volunteers for their contribution to the organisation
- Compliance with Lifeline Gippsland’s values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Be fit for work, meaning to be in a state (physical, mental, and emotional) which allows you to perform required duties safely and effectively.
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Attend mandatory training specific to position.

Role Overview

As a Peer Support Worker you will support the needs of people accessing the mental health café, ensuring a welcoming and safe environment is maintained. You will apply your lived experience of recovery from mental ill health or supporting someone living with mental ill health to give others hope and confidence on their recovery journey.

You will actively greet visitors to the space and support them throughout their time in the space.

Responsibilities & Duties

Practice	<ul style="list-style-type: none">• Have lived or living experience of mental ill health and recovery, or supporting someone living with mental ill health• Provide support within the Strengths Model of Recovery-Oriented Practice• Respond to challenging behaviour through sensitivity, calmness and assertiveness using a trauma-informed framework and in line with Lifeline Gippsland policies and procedures
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	<ul style="list-style-type: none"> • Support visitors to the café, respecting that they are experts and leaders of their own journey • Work with people to draw upon existing resources, networks and relationships and to access opportunities, • Provide guidance as to the resources and services available to achieve their recovery goals. • Provide information and referral to other appropriate community support programs and services as required. • Assist in creating relationships and liaison with relevant stakeholders • Participate in the evaluation of the café through data collection and other activities • Establish respectful relationships that have clear boundaries with visitors to the space, staff, and partner organisations. •
Leadership	<ul style="list-style-type: none"> • Actively contribute to decision-making in consultation with the Lived Experience Advisory Group
Clinical Quality and Safety	<ul style="list-style-type: none"> • Participate in continuous quality improvement activities
Person Centred Care	<ul style="list-style-type: none"> • Ensure consumers receive information in an appropriate and accessible format • Actively support consumers to make informed decisions about their referral options • Ensure consumers are aware of their rights and responsibilities and how to provide feedback

This position description is current at the date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

Personal Attributes

The following attributes were identified as integral to all roles in the Mental Health Café through consultation with people with lived experience consultation:

- Good listener
- Warmth
- Compassionate
- Empathetic
- Emotionally intelligent
- Non-judgmental
- Genuinely caring
- Self-aware
- Adaptable & flexible

Mandatory

- Certificate IV in Mental Health Peer Work, Diploma in Mental Health or Community Services.

- Current Working with Children Check
- Australian Working Rights.
- Satisfactory Criminal Record Check Criminal record checks are mandatory for all new appointments. Lifeline Gippsland will cover the cost of an Australian check.
- A valid Australian Driver's License

Highly Regarded

- Previous experience working in a mental health setting

Key Selection Criteria:

1. Have lived or living experience of mental ill health and recovery, or experience supporting someone who does.
2. Demonstrate a commitment to the personal attributes listed in the section above (please list and detail)
3. An ability to establish respectful relationships that have clear boundaries with visitors to the space, team members and partner organisations.
4. A commitment to actively listen to and seek out opinions and ideas from others.
5. Demonstrated self-awareness and the ability to self-regulate and role model a positive outlook even during challenging times.
6. Experience using a strengths-based framework facilitating consumer choice and goals or a good understanding of these principles.

Note: Next section only to be completed by those appointed to the role :

By signing below, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.

Print Name: _____

Role: Peer Support Worker

Signature

Date: _____

Approval of appointment

Print Name: _____

Role: Chief Executive Officer

Signature

Date: _____