

Position Description

Position Title	Peer Support Worker
Position Number	30026764
Division	Clinical Operations
Department	Bendigo Adult Community Mental Health
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2021 - 2024
Classification Description	Lived Experience Worker L2
Classification Code	MP32-MP35
Reports to	Manager
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Clinical Operations Division

The Clinical Operations Division encompasses acute, allied health, cancer and mental health services. We provide a wide range of general medical, surgical and specialty services including but not limited to; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics, Cancer Clinics and Mental Health Services. Our Allied Health teams provide a diverse range of programs and person centred care in inpatient, outpatient, community, home and residential care settings.

Within a state-of-the-art hospital, our Ambulatory and Critical Care, Medical Services, Surgical Services and Women's and Children's areas use the latest technologies to provide excellent care. Our world class Cancer Centre uses a multi-disciplinary, integrated approach to treat specific cancers. The Cancer Centre offers medical oncology, radiation oncology, specialist nurses, clinical trials and cancer research, palliative care, and a Cancer Wellness Program.

The Mental Health Service provides psychiatric care and treatment across a large catchment area in Victoria stretching from Swan Hill in the north of the state to Gisborne in the south. Family sensitive practice is central to our models of mental health care and best practice ensures the identification, inclusion and support of families, carers and children.

Each year our onsite Specialist Clinics provide over 100,000 service events, we also see more than 60,000 people in our Emergency Department and welcome around 1700 babies into the world. The Clinical Operations Division assists with the admission of more than 50,000 patients into the hospital each year.

The Bendigo Adult Community Mental Health

The team is part of Bendigo Health's Mental Health Department.

The BACMHT is an integrated and multidisciplinary team, delivering 5 day a week community care to persons 24 - 64, providing a case management response to individual patients. Treatment is recovery focused and provided during all stages of illness.

As well as providing proactive treatment and support in the community setting, lead clinicians remain involved in the care, treatment and discharge planning of their patients throughout any inpatient and/or residential admissions. Based in Bendigo, the BACMHT is one of a multiple adult community services offered by Bendigo Health Mental Health Services.²

The PMHT Primary Mental Health Team program provides support and assistance to a broad range of primary health care providers including general practitioners and community health workers across the Loddon-Campaspe, Southern Mallee region. The program aims to support such health care providers to assess and provide the best possible interventions for persons in their communities experiencing what are clinically deemed to be non-urgent, low risk mental health related problems. The consultation, further assessment and review provided by PMHT clinicians may result in advice regarding an individual's diagnosis or management to the referring practitioner, time limited focussed psychological therapy by a PMHT clinician or assistance with further referral options.

Both BACMHT and PMHT services can be accessed by external health care providers through Bendigo Health's Regional Psychiatric Triage Service.

The Position

Bendigo Health is committed to providing services which are recovery focused, promoting self-determination and collaboration with consumers, families and carers. The Peer Support Worker role will provide a unique lived experience perspective on recovery to enhance clinical mental health service delivery. The Peer Support Worker will offer an optimistic viewpoint to consumers and provide a role model for hope and recovery.

Under the guidance of the Clinical team Manager and Consultant Psychiatrist and in collaboration with the multidisciplinary team the Peer Support Worker will provide a high standard of support to consumers following discharge from the inpatient units. The Peer Support Worker will provide opportunities for consumers to develop meaningful community networks and supports with the aim of reducing re-admission to the inpatient services. Role responsibilities will encompass engagement and participation in the clinical team and emotionally and practically supporting consumers to work towards their recovery goals.

Responsibilities and Accountabilities

Key Responsibilities:

Working under the direction of the Manager:

As a member of a clinical team establish supportive and respectful relationships with people using the mental health service and support them to identify their own recovery goals

To model personal responsibility, self-awareness, self-belief, self-advocacy and hopefulness and utilise intentional and purposeful sharing of lived experience when appropriate

To accompany service users to appointments/meetings/activities of their choice and perform a range of practical tasks and assist the person with linkages to community service providers as aligned with their recovery goals

To share ideas about ways of achieving their recovery goals, drawing on personal experiences and a range of coping, self-help and self-management techniques.

Contribute to multi-disciplinary team care processes and provide peer support worker specific advice to other clinicians and collegial support and leave cover for other peer support workers

Participate in the development and evaluation of the peer support program and ensure maintenance of documentation including medical records

Contribute to student and staff education on the role and quality assurance activities

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Organisational Responsibilities:

Generic Responsibilities:

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

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Key Selection Criteria

Essential

1. A lived or living experience of mental illness or psychological distress and/or alcohol and other drug concerns and engaging with the public mental health system
2. A willingness and capacity to intentionally share your lived or living experience to model hope and recovery
3. A compassionate approach to your work and the ability to engage with a diverse range of people from a place of non-judgement
4. Demonstrated ability to work independently and manage your own schedule, as well as the ability to work creatively and collaboratively as part of a multidisciplinary team
5. A demonstrated ability to engage in reflective practice, as well as a good understanding of your own support and self-care needs
6. Willingness to undertake relevant Peer Work training such as Intentional Peer Support (IPS) core training or the Certificate IV in Mental Health Peer Work (CHC43515)
7. An understanding of the Victorian public mental health and wellbeing system and of recovery-oriented and person-led care

Desirable

8. Previous experience as a Consumer Peer Support Worker or relevant qualifications

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Drivers Licence A current Victorian driver's licence is required for this position.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.