

Eastern Health

POSITION DESCRIPTION

Position Title:	Lived Experience Peer Support Worker
Award Classification and EFT:	Lived Experience Level 2 – Year 1 to Year 4 (MP32-MP35) 0.6EFT
Award / Agreement Name:	Health Professionals (77) (Victorian Public Mental Health Services Enterprise Agreement 2021 - 2024)
Position Reports to:	Line and discipline specific: Team Leader for Lived Experience Workforce Program: Telephone and Online Services Community Manager and/or Telephone and Online Services shift coordinator

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio-economic status, population and healthcare needs

TURNING POINT

Turning Point was established in 1994 to provide leadership to the alcohol and drug field in Victoria. Turning Point is now a national treatment, research and education centre that provides leadership in the alcohol and drug, gambling and mental health sectors. Combining research with service innovation, surveillance, system enhancements, education, capacity building and specialist support, Turning Point is a recognised centre of excellence that assists services, communities and governments to respond to current and emerging issues. Turning Point is part of Eastern Health and is affiliated with Monash University. www.turningpoint.org.au



1. POSITION PURPOSE

Under the guidance and support of the Telephone and Online Community Manager and Telephone and Online Services Coordinator, the role of the Lived Experience Peer Support Worker will be to provide peer support to individuals contacting Directline with the purpose of the engagement to build community recovery capital.

Utilising a structured 3 session model to support individuals and within a relationship of mutuality and information sharing, the Lived Experience Peer Support Worker will use their own lived experience and recovery to provide emotional support, focus wellbeing, and promote choice, self-determination and greater opportunities for community members to be heard and their experiences validated. The role will focus on utilizing your own lived experience and recovery, as well as experiences with accessing community support groups.

Eastern Health and Turning Point recognise the transformative positive impact embedding Lived Experience has on our services, and most importantly the people who use our services. Our Lived Experience Workforce provides a resource for change by offering a unique expertise that cannot be replicated by professionals who have not personally experienced AOD challenges or provided support to those with these experiences. Our Lived Experience Workforce (LEW) is a non-clinical workforce working within a range of clinical teams/programs such as residential detox services at Box Hill hospital, stabilisation programs at Wellington House, intake/assessment services programs supporting co-occurring conditions through the Hamilton Centre and now through telephone and online services (TOLS).

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Sharing knowledge where appropriate, around additional services and pathways that provide support to community members to assist them in their recovery.
- Demonstrate the ability to provide support for individuals at any stage in their recovery.
- Ability to demonstrate purposeful disclosure of lived experience to build connections, validate and empathize with individuals.
- Provide one-to-one phone support and online group peer support (SMART) to individuals, using personal lived experience to provide a model of hope and recovery.
- Encourage and support consumers to re-establish, maintain or build connections with their community to support their recovery journey.
- Work collaboratively as a key member of the TOLS team to develop and maintain processes that support identification, referral and engagement in the wider community.
- Have a clear understanding of when to escalate any issues/concerns relevant to the individuals they are working with that are outside the scope of work.
- Participate in team meetings as relevant.
- Support other telephone and online programs where relevant.
- Maintain accurate records on consumer contact, for the purposes of monitoring and evaluation.
- Attend supervision and peer meetings as required, including Community of Practice sessions.
- Contribute to quality improvement, policy and program development as required from a consumer perspective using lived experience.

SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to providing and maintaining a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of

all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

3. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem-solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

4. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high-quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

5. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

6. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

7. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually based on the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

8. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all

- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

9. ATTACHMENTS

- Attachment 1 Key Selection Criteria
- Attachment 2 Additional Information

10. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1**KEY SELECTION CRITERIA**

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Essential

- Lived experience of substance use and recovery and/or problematic gambling, and a demonstrated ability to utilise lived experience purposefully and intentionally to provide hope and belief in change.
- Previous experience accessing AOD health services.
- Experience working in a lived experience/peer support worker role.
- Understanding and appreciation of the principles of recovery, including social connectedness, holistic care provision and peer-based examples of wellness.
- Demonstrated understanding and empathy of the broad impact of AOD and/or gambling harm and mental distress on consumers and carers/families.
- Ability to work within a telephone and online community, including the ability to express one's own viewpoint and respect the views of others.
- Understanding a strengths-based model of recovery.
- Willingness to engage in peer-based supervision.
- Understanding of the need to be sensitive to the needs of people from diverse backgrounds including Aboriginal and Torres Strait people, Culturally and Linguistically Diverse people.
- Willingness to undertake training including, but not limited to, Intentional Peer Support and SMART facilitator training.
- Experience facilitating groups.
- Effective communication skills.
- Ability to manage time and resources effectively.
- Basic proficiency in computer skills.
- A satisfactory Police Check is required prior to appointment.

Desirable

- Experience working within telephone and online communities.
- Completed peer worker training e.g. SHARC peer worker training and/or Intentional Peer Support.
- Knowledge and experience working with Salesforce.

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways. Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au

ATTACHMENT 2**EASTERN HEALTH/DEPARTMENT/SPECIALTY INFORMATION**

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ORGANISATIONAL CONTEXT**Eastern Health**

Eastern Health is a leading provider of health care in the eastern region of Melbourne and incorporates Acute: Aged Care, Rehabilitation and Community Health and Mental Health and Alcohol & Drug Services across several large, medium, and small work locations.

Statewide Services

The Statewide Services Program consists of Turning Point and Spectrum. Turning Point is a Victorian specialist alcohol, drug and gambling organisation that integrate treatment and support services with research, education, and training. Spectrum is Victoria's only statewide centre for the specialist treatment of borderline personality disorder and provides training and education and contributes to research in this area.

LOCAL WORK ENVIRONMENT**Turning Point**

Turning Point was established in 1994 and amalgamated with [Eastern Health](#) in October 2009 and is formally affiliated with Monash University. Turning Point is a national addiction treatment centre, dedicated to providing high quality, evidence-based treatment to people adversely affected by alcohol, drugs, and gambling, integrated with world-leading research and education. Combining innovative research in the clinical, population health and policy fields, with service innovation, surveillance, system enhancements, capacity building and specialist support, Turning Point directly assists services, communities, and government to respond to current and emerging issues.

Hamilton Centre

The Hamilton Centre is a statewide specialist service for people living with mental illness and substance use or addiction. It was established in response to the recommendations of the Royal Commission into Victoria's Mental Health System and encompasses a central hub (Turning Point) which links with Network Providers across the state. The Hamilton Centre provides expert advice to support the mental health and alcohol and other drugs (AOD) workforce, as well as delivering better outcomes for Victorians seeking treatment for

mental health concerns and substance addiction. The Hamilton Centre aims to provide outcomes such as improved access to specialist services, increased support for mental health professionals, and better evidence-based practice.

Treatment

Turning Point's multidisciplinary staff, including Addiction Medicine Consultants, Psychiatrists, nurses, psychologists, social workers and alcohol and drug counsellors, provide specialist clinical and support services to people affected by alcohol and drugs and problem gambling. Turning Point provides a broad range of face-to-face, telephone and online evidence-based treatment interventions.

Research

Turning Point conducts practical and applied research leading to policy and service development with a focus on improving and expanding the range and quality of treatment and support services through evidence-based research.

Education

Turning Point is a leading provider of education and training services in the alcohol and drug sector in Australia. As a Registered Training Organisation (RTO) and in partnership with Monash University Turning Point builds the capacity of health and welfare professionals to respond more effectively to alcohol and drug issues.

Spectrum

Spectrum is the leading centre in Victoria for the synthesis and dissemination of knowledge and practice, in relation to the treatment of, and recovery from borderline personality disorder, including those presentations where a number of co-morbid conditions create clinical complexity.

Spectrum's work can range from contributing to research, capacity building in the workforce (statewide and nationally), to providing a full clinical service of empirically supported treatment interventions including specialist assessment and case management, individual and group psychotherapy, biomedical treatments, and secondary consultation (including telephone and online).