



**POSITION DESCRIPTION  
PEER SUPPORT WORKER  
PERSONAL HELPERS AND MENTORS PROGRAM (PHaM)**

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| <b>Position title</b>        | Peer Support Worker  |
| <b>Program</b>               | Personal Helpers and Mentors Program (PHaM)  |
| <b>Responsible to</b>        | Team Leader of PHaM  |
| <b>Employment conditions</b> | Full-time (38 hours per week). Salary is negotiable depending on qualifications and experience. Salary packaging is available including use of vehicle.  |
| <b>Service area</b>          | The position is based at the TEAMhealth offices located at Level 5, 62 Cavenagh St Darwin, 0800, Northern Territory. The Personal Helpers and Mentors Program services Howard Springs, Virginia, Coolalinga, Girraween, Humpty Doo, Noonamah, Berry Springs, Batchelor, Belyuen and Adelaide River.  |
| <b>The organisation</b>      | TEAMhealth is a community based incorporated association funded by the Northern Territory and Australian governments and receiving other revenue through client fees. TEAMhealth provides a range of services to people with a mental illness and a resultant psychiatric disability. TEAMhealth also provides community based aged care services.   |
| <b>The program</b>           | The Personal Helpers and Mentors Program (PHaM) is an Australian Government initiative designed to improve the quality of life of individuals with a functional limitation resulting from a severe and persistent mental illness. The aim of the program is to provide increased opportunities for recovery for people by providing access to appropriate support services, increased personal capacity and self reliance and increased community participation. |
| <b>Funding</b>               | The PHaM is funded by the Australian Government Department of Housing Families Community Services and Indigenous Affairs (FaHCSIA).  |
| <b>The role</b>              | To provide expertise and consultation to the Personal Helpers and Mentors Team, by promoting a culture where each participant's point of view and preferences for recovery are recognised, respected, and understood. To assist in the functional assessment and engagement of participants in the program.  |

## **RESPONSIBILITIES**

### **Organisational responsibilities**

1. Develop a thorough knowledge of TEAMhealth goals, knowledge and practices;
2. Contribute to the development and review of TEAMhealth policies, procedures and tools;
3. Contribute positively to the operations of TEAMhealth and the realisation of organisational goals and responsibilities;
4. Promote safe practice, a healthy work environment and compliance with occupational health and safety legislation. Report all occupational health and safety issues to the Team Leader of PHaM immediately;
5. Promote and participate in continuous quality improvement activities to assist in the delivery of high quality services.
6. Participate in health promotion activities.

### **Communication responsibilities**

1. Communicate openly, honestly and effectively with clients, co-staff and management;
2. Act with sensitivity and understanding towards others and acknowledge and respect differences in personal beliefs and values;
3. Actively participate in team processes, including client reviews, team meetings and program reviews;
4. Work collaboratively and cooperatively with Top End Mental Health Services (TEMHS), other government and non government service providers.

### **Professional responsibilities**

1. Ensure client, staff and organisational confidentiality at all times;
2. Work within program guidelines as stated in the funding agreement;
3. Develop a thorough knowledge of and work within the NT Disability Service Standards, the National Mental Health Strategy, the National Mental Health Service Standards (1996) and other relevant legislation;
4. Adhere to all TEAMhealth policy and procedure as varied from time to time;
5. Implement effective time management and workload management skills;
6. Collect and report data in accordance with the program's service agreement and TEAMhealth requirements;
7. Actively participate in regular supervision with direct supervisor;
8. Display a commitment to professional development by setting and fulfilling development goals on an annual basis through the performance management system;
9. Keep abreast of developments in the industry and ensure that TEAMhealth practises reflect industry best practise;
10. Participate and undertake ongoing training and professional development activities.

### **Position specific duties**

1. Assist PHaM Team to provide functional assessment of participants referred to the program;
2. Assist PHaM Team to develop and monitor individual recovery plans with participants;
3. Linking with clinical case managers from Top End Mental Health Services (TEMHS);
4. Provide advocacy and peer support to participants;
5. Support families, carers and/or significant others in their relationships with the participant,
6. Ensure that services provided reflect principles of psychosocial rehabilitation and recovery;
7. Assist the Team Leader to develop and manage program resources;

8. Report statistics to Team Leader as per the funding and Service Agreement.

## **Selection Criteria**

### **Essential**

1. A personal experience of mental illness;
2. Demonstrated understanding of the recovery model and psychosocial rehabilitation;
3. Demonstrated ability to uphold the rights of consumers and carers;
4. Demonstrated ability to form partnerships with all stakeholders including clients, carers and other service providers;
5. High level communication skills;
6. Cert IV in Mental Health or willingness to obtain;
7. Demonstrated ethical work practices including an understanding of appropriate personal boundaries;
8. Computer literacy in a Microsoft Office environment;
9. Current Northern Territory Driver's licence;
10. Current National Police Clearance.

### **Desirable**

1. Demonstrated experience in the delivery of services to people with a mental illness and psychiatric disability in a community setting;
2. Demonstrated experience in working in rural or remote settings;
3. Tertiary qualifications in a relevant discipline;
4. Knowledge of relevant legislation including the NT Disability Services Standards (1999), NT Mental Health and Related Services Act (2005), National Mental Health Service Standards (1996), National Mental Health Plan (2003-2008), Carer Recognition Act (2006), Adult Guardianship Act (2006);
5. Current First Aid Certificate.