

# Position Description

<b>Title</b>	Peer Worker, Listening Support
<b>Business unit</b>	AOD, Mental Health, Carer Services & Tasmania
<b>Location</b>	313 Charman Road, Cheltenham
<b>Employment type</b>	As per employment agreement
<b>Reports to</b>	Team Leader, Mental Health & Well-being Services

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** We are imaginative, respectful, compassionate and bold.

### 1. Position purpose

The Listening Support Program is for people who are experiencing grief and loss, low mood, anxiety, and are feeling lonely or isolated within their community.

The Peer Worker, Listening Support Program will provide support, offer insight, hope, and empathise from their own lived and living experience. They will also provide information about services and social supports available within their local area.

### 2. Scope

**Budget:** nil

**People:** nil

### 3. Relationships

#### Internal

- Team Leader Mental Health & Well-being
- Griefworks Team Members
- RESTART Team Members

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#### External

- Home and Community Care
- Better Health Network
- Community Houses
- Community Information and Relief Centres

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#### 4. Key responsibility areas

##### Peer Support

- Provide empathetic and non-judgmental listening to individuals experiencing grief and loss, low mood, anxiety, and isolation.
- Create a safe and supportive environment for people to express their feelings and concerns.
- Offer emotional support and validation, acknowledging people's experiences and emotions.
- Support people who are experiencing grief and loss, low mood, anxiety or feeling isolated using the peer support model of care.
- Share individual experiences and coping strategies to help people feel understood and less isolated.
- Encourage people to explore and develop their own coping mechanisms and self-care strategies.
- Facilitate self-empowerment and resilience by supporting people in setting and achieving personal goals.
- Recognise signs of distress or crisis and respond appropriately, including de-escalating situations, providing immediate support.
- Follow established protocols for managing crises and link and connect people to appropriate professional services as needed, such as clinical mental health services.
- Collaborate with mental health professionals, social workers, and other support staff to ensure holistic care for clients – as needed.
- Refer people to additional resources, services, or support networks as appropriate, and assist with accessing these resources.
- Develop networks, knowledge of local supports and resources.

##### Documentation and Reporting

- Document interactions with people accurately and in a timely manner, maintaining clear records of support provided.
- Report any significant changes or concerns regarding people's well-being to supervisors or relevant professionals.
- Utilise the appropriate internal databases and reporting mechanism to record case notes, support line management in the preparation of reports.

##### People and teams

- Undertake regular supervision and performance review with Team Leader.
- Promote and maintain a positive, respectful, and enthusiastic work environment.

##### Personal accountability

- Compliance with Uniting'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.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.

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- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - Based on a relationship with a current member of Uniting's workforce
  - Based on my ongoing work with another organization.

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### 5. Performance indicators

- 150 Client Support Units (CSU's) direct support over 12 months.

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### 6. Person specification

#### Qualifications

- Certificate IV in Mental Health / Peer Work
- Intentional Peer Support qualification – desirable

#### Experience

- Lived or living experience of mental health recovery or as a consumer of mental health services.
- Demonstrated expertise of sharing lived or living experience.
- Experience working in the mental health sector or similar.

#### Core selection criteria

- Ability to demonstrate and authentically promote Uniting's values.
- Ability and willingness to share lived or living experience of grief and loss or mental health and recovery in a safe way to inform your work, the work of the team, and the organisation.
- Demonstrated experience working with people experiencing grief and loss and low mood and anxiety.
- Ability to support people to make sense of their feelings and find meaning in their stories as they find ways to cope with their experiences.
- Demonstrated understanding of the significant life changes, circumstances, and risk factors that contribute to people experiencing persistent loneliness and the impact on mental health and well-being.
- Demonstrated ability to link and connect people to services and social supports within their local community.
- Excellent communication skills and the ability to liaise with a variety of stakeholders and provide a client centred service.
- Ability to work independently and as a team member.
- Ability to use initiative and creativity when working with people.
- Be proficient in a range of computer programmes such as word, spreadsheets, and teams.
- Hold a valid Victorian driver's licence to provide outreach services as required.

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### 7. We are a child safe organisation.

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject

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to a satisfactory national (and international where relevant) police check and relevant Working with Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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## 8. Acknowledgement

**I have read, understood, and accepted the above Position Description**

### Employee

Name:

Signature:

Date: