

Job Description

OUR ORGANISATION

Skylight Mental Health (Skylight) is a community-based, not-for-profit organisation that provides a range of education, support, rehabilitation and recovery-based services and programs for people with mental illness, their carers (family and friends) and the community. Skylight programs include service delivery that utilises 'lived experience' of people with mental illness and carers, and in accordance with a psychosocial rehabilitation model, and recovery philosophy and practice.

Skylight's objectives include promoting greater community knowledge, awareness, support and understanding of the effects of mental illness on individuals and their carers. These objectives are pursued through research, illness management, support, reducing stigma and advancing the rights of people with a mental illness and their carers. Skylight is a member organisation of MIFA (Mental Illness Fellowship Australia, www.mifa.org.au), a national body with branches across states and territories in Australia. For more information about Skylight services and programs go to www.skylight.org.au

OUR VISION, MISSION and VALUES

OUR VISION is a South Australian community which understands mental illness and responds with confidence, respect and hope.

OUR MISSION is to increase opportunities to achieve good mental health, to promote acceptance of mental illness in the community and provide quality services for people with mental illness, their family and friends.

OUR VALUES: Understanding, Connection, Optimism, Courage.

KEY PERFORMANCE AREAS

All Skylight employees are required to meet at least the minimum level of satisfactory performance in the following areas within the context and performance of their positions:

Organisation:	Skylight and our strategic goals, including positive culture, policies, procedures and legislative requirements
Program/Work Area:	Program/Work Area tasks & responsibilities
Team:	Working relationships within Skylight teams
Individual:	Individual performance areas
Supervisor:	Working relationship with your direct supervisor
Leadership:	Additional responsibilities which apply to Team Leaders, Coordinators, Specialists and Managers who participate in Leadership Group meetings at Skylight

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POSITION SUMMARY

TITLE:	Lived Experience Peer Worker
PROGRAM/WORK AREA:	Lived Experience Telephone Support Service (LETSS)
AWARD:	Social, Community, Home Care and Disability Services Industry Award 2010, SACS Level 3
HOURS:	Casual
LOCATION:	Based at Skylight Mile End and metropolitan sites

The Lived Experience Telephone Support Service (LETSS) program is a peer-led telephone and web chat service through which people with mental health issues and their carers can receive real-time **information, navigation** and **support** in the social afterhours period (5pm – 11.30 pm). LETSS is a component of the Adelaide PHN *After Hours Primary Mental Health Service* strategy. It assists in the reduction of inappropriate attendances at emergency departments and is proactive in the de-escalation of mental health distress, as well as assist with access to mainstream in-hours mental health services and other services, as required.

Lived Experience Telephone Support Service (LETSS) Specifications

The following service types and their descriptions form the delivery of LETSS.

Information services

1. Providing general information; guidance and advice about mental health and other services; mental health conditions; and other associated topics.

Navigation

1. Assisting with access to relevant mental health and other services.
2. Helping callers understand the service landscape, entry points, eligibility criteria, referral processes, and tips on how to avoid barriers and pitfalls to accessing services.
3. Coordinating access to services in real time.
4. Facilitating referrals including warm referrals.
5. Signposting callers so they receive services / assistance appropriate to their needs.

Support

1. Listening, understanding, brief intervention and informal counselling from people who understand and have experienced mental health issues.
2. Emotional support during times of distress.
3. Advocacy.
4. Coaching and Mentoring.

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5. Supporting callers to implement care, recovery and wellness plans.
6. Facilitating attendance at appointments.
7. Providing follow-up support e.g. scheduled call-backs, welfare checks, and facilitating connection to services.

SPECIAL CONDITIONS

The Peer Worker will work on a casual basis during the 'social afterhours period' (i.e. shifts are 4pm – 12am). Hours of work are subject to needs of LETSS program as negotiated with the LETSS Team Leader and will occur during weekday evenings and weekend evenings. The Peer Worker will be required to be available across weekday evenings and weekend evenings; specific availability to be negotiated with the Team Leader.

The position is based at Skylight's Mile End office. To ensure continuity of service there is a possibility that the Peer Worker may be based from a different site and may on occasion include working from home.

DHS Working with Children check, NDIS Worker Check and SAPOL Police Clearance are required prior to appointment. You must hold a Permanent Resident Visa or be an Australian Citizen to apply for this position.

The Peer Worker may be required to use their own registered, insured and fully maintained motor vehicle, and will be compensated for mileage at the Award rate.

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DUTIES

The following service types and descriptions form the Peer Worker's delivery of LETSS.

Information Services

1. Providing general information; guidance and advice about mental health and other services; mental health conditions; and other associated topics.

Navigation

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General

- Provide mental health information, navigation and support, in real time, by way of telephone, email and web chat to enable individuals to access information, services and supports.
- Collect data, maintain appropriate records and complete reports relating to the administration of the LETSS in accordance with Funding and Service Agreement requirements.
- Maintain up to date mental health knowledge and engage in regular supervision and annual performance appraisals to ensure ongoing professional development.
- Contribute to Skylight's high standard of service by participating in relevant meetings that are consistent with Skylight's strategic plan, policies and procedures, and participate in continuous quality improvement activities.
- Plan, develop and implement special projects and events as directed by Skylight's Executive, or delegate, to meet specific and identified needs. This may include working within or alongside other Skylight services/work areas on occasion to achieve Skylight's strategic goals.

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SELECTION CRITERIA

Skills, Knowledge and Experience

A tertiary qualification, diploma or certificate relevant to the health or mental health sectors, and/or extensive work experience in community services. Certificate IV Mental Health or Certificate IV Peer Work will be highly regarded. At least two years in Peer Work practice.

- Ability to use lived experience of mental health problems or as a Carer of someone with mental illness problems to facilitate the provision of Information Services, Navigation and Support as part of a peer-led support service.
- Comprehensive knowledge of mental illness, including impact on individuals, their support people carers and the community.
- Experience in delivering telephone and web chat mental health support services.
- Knowledge of relevant community services and means of accessing.
- Demonstrated ability to interact effectively with people across different cultures in the delivery of culturally competent services.
- Demonstrated capacity to maintain appropriate records and fulfil service and program reporting requirements.
- Strong knowledge of ICT software and hardware, ideally including Salesforce – Lumary CRM, web chat, and general ICT.
- Highly developed ability to be flexible and adaptable in a dynamic setting, to work autonomously, and within a small team environment.
- Current First Aid, DHS Working with Children check, NDIS Worker Check and SAPOL Police Clearance are required prior to appointment (or willingness to obtain).
- Sound understanding of organisational operations and workplace policies and practices, e.g. Equal Opportunity, WHS and 'out-of-hours'.