

POSITION DESCRIPTION

Aboriginal Peer Support Worker, Alternative to Emergency Department - Tweed

Our CORE values
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Northern NSW Local Health District
Position Classification	Health Educ Off Non Grad
State Award	Public Hospital (Professional & Associated Staff) Conditions of Employment (State) Award
Category	Allied Health Health Education Officer
Vaccination Category	Category A
ANZSCO Code	251911 Health Promotion Officer
Website	www.nnswlhd.health.nsw.gov.au/

PRIMARY PURPOSE

The Suicide Prevention Outreach Team (SPOT) is a NSW Health initiative that aims to reduce deaths by suicide and suicide attempts. The Aboriginal Peer Worker will work in a team to provide holistic recovery-oriented, trauma-informed and evidence-based rapid crisis support to people experiencing suicidality. This may include crisis response with internal or external agencies.

Peer Support Workers are integral members of the team and draw on their lived experience of recovery from suicidality to provide authentic engagement and support and instil confidence and hope in others about the journey of recovery.

The Aboriginal Peer Support Worker will provide holistic non-clinical support with a cultural focus to people experiencing suicidality, and engage with the local Aboriginal community, leaders, people with lived experience and Aboriginal support services to achieve better access to health services and better outcomes for Aboriginal people at risk of suicide.

ESSENTIAL REQUIREMENTS

This is an identified Aboriginal Position – applicants must be of Aboriginal and/ or Torres Strait Islander descent. Aboriginality is a genuine occupational qualification and is authorised by section 14(d) of the Anti- Discrimination Act 1977.

A personal lived experience of suicidality and demonstrated understanding of your own recovery process.

Valid unrestricted drivers licence for use in NSW/Australia.

Valid NSW Employee Working with Children Check.

Responsibilities under WHS - Non-Supervisor;

You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and

POSITION DESCRIPTION

Aboriginal Peer Support Worker, Alternative to Emergency Department - Tweed

procedures relating to work health, safety and wellbeing

KEY ACCOUNTABILITIES

Provide culturally safe and compassionate person-centred, trauma informed and recovery-oriented care to achieve stabilisation, safety planning and distress management.

Draw upon your own cultural identity and lived experience to establish a relationship of trust and rapport, to nurture hope and personal power, to help people further their own understanding of recovery and inspire them to move forward with their lives.

Contribute to the team's understanding of culturally safe service provision, advocating, facilitating linkages with relevant Aboriginal services, organisations and leaders and otherwise promoting best practice in Aboriginal suicide prevention practice to ensure quality service provision to Aboriginal people.

Promote choice and control when engaging with Aboriginal people accessing the SPOT by supporting them to identify their individual, recovery-orientated needs and provide advocacy as appropriate.

Support people to identify their need for ongoing support beyond the scope of the Suicide Prevention Outreach Service and connect them to relevant services in the community which can address the psychosocial factors contributing to the person's need for support.

Work collaboratively with community managed organisations, local crisis services and private practitioners as well as LHD services to ensure people experiencing suicidality are linked to relevant services.

Work collaboratively with families and support networks of people experiencing suicidality to ensure they are appropriately engaged, consulted, informed, educated and supported wherever possible.

Engage in quality improvement activities and service evaluation as appropriate to achieve a continuous high-quality service.

Work out of hours and/or weekends to maintain service and provide an optimal service to clients in need.

KEY CHALLENGES

- Establishing and developing the Aboriginal Peer Support Worker position within a newly established, though temporary, service.
- Maintaining personal resilience and mental wellbeing while working with emotionally challenging and complex situations.
- Balancing the expectations of the Aboriginal community with the available resources and procedures of NSW Health.

POSITION DESCRIPTION

Aboriginal Peer Support Worker, Alternative to Emergency Department - Tweed

KEY RELATIONSHIPS

Who	Why
Line Manager	Receive direction, broad supervision, development opportunities and feedback in relation the duties of this role and communicate achievements and challenges.
SPOT Team Members, other Towards Zero Suicides in Care personnel, Community Mental Health Clinicians and Managers and staff from Alcohol and Other Drugs services.	Work collaboratively with colleagues to build constructive honest relationships, develop effective referral pathways and provide mutual support in the pursuit of excellence.
Peer Staff	Work collaboratively with other Peer Workers within the organisation to obtain optimum outcomes.
The Community Managed sector and private practitioners.	Develop and sustain collaborative relationships to ensure the service is well promoted and accessible, and to maximise links with appropriate community supports.
Community/ Family/Carers/Support Networks	Establish and sustain constructive connections with community and family networks whilst maintaining effective boundaries.

SELECTION CRITERIA

1. Be of Aboriginal and/or Torres Strait Islander descent (Aboriginality is a genuine occupational qualification and is authorised by section 14(d) of the Anti-Discrimination Act 1997).
2. Qualifications in mental health, community services or peer work (or a willingness to work towards same) OR at least years 3 full-time equivalent experience in a mental health peer worker role and/or Aboriginal support worker role or similar within public mental health or alcohol and other drug service or the non-government sector.
3. A personal lived experience of suicidality and demonstrated understanding of your own recovery process with capacity to build relationships based on trust and rapport whilst maintaining appropriate boundaries.
4. Demonstrated understanding of and commitment to person-led recovery principles and trauma informed care within the Aboriginal community context, with the ability to utilise your own lived experience of suicidality and recovery, to constructively support and advocate for people during suicidal crisis and recovery.
5. Understanding of the suicide prevention sector and ability to utilise appropriate suicide prevention support such as crisis response, safety planning and risk management strategies.
6. Demonstrated effective negotiation, time management and written and verbal communication skills, including the use of computers.
7. Demonstrated capacity to work collaboratively with people accessing the service, families and carers, colleagues, other NSW Health personnel and other stakeholders, applying attributes such as courage, integrity, optimism and humour.
8. Valid unrestricted drivers licence for use in NSW/Australia and willingness to travel in the course of employment and willingness to work out of hours and on weekends.

POSITION DESCRIPTION

Aboriginal Peer Support Worker, Alternative to Emergency Department - Tweed

OTHER REQUIREMENTS

Professional Behaviour and Communication

All employees are required to achieve, uphold and model a high standard of professional behaviour and communication.

- Any conduct on your part, whether during or outside business hours, which has the capacity to affect or damage the professional reputation of NSW Health, or your ability to uphold that reputation or image, could lead to disciplinary action, including dismissal
- Appropriate professional behaviour incorporates all levels of interpersonal behaviour, including formal and informal communication with colleagues, patients and carers

All employees are responsible for:

- Complying with all current NSW Health and NNSWLHD policies, including the NSW Health Code of Conduct
- Complying with profession-specific Code of Ethics/Code of Professional Conduct and Scope of Practice

Workplace Culture

Your workplace behaviours and practices are expected to:

- Proactively contribute to a positive, productive and safe workplace culture
- Adhere to the CORE values of Collaboration, Openness, Respect and Empowerment identified in the NSW Health Workplace Culture Framework

Privacy

All employees are expected to comply with personal information protection principles and health privacy principles as per the NSW Health Privacy Manual for Health Information, NSW Health and NNSWLHD privacy policies and procedures, and relevant legislation:

- Privacy and Personal Information Protection Act 1998 (NSW)
- Health Records and Information Privacy Act 2002 (NSW)

Performance

All employees will:

- Have a performance agreement with their manager, linking individual performance objectives and role requirements to corporate objectives
- Participate in an annual performance appraisal
- Be responsible, with the support of their managers, for proactively developing their own performance to meet expectations and achieve objectives
- Actively contribute to their performance management by having open and honest conversations with managers and colleagues and providing and receiving constructive feedback

Quality Improvement

NNSWLHD complies with the National Safety and Quality Health Service Standards. All employees are expected to:

POSITION DESCRIPTION

Aboriginal Peer Support Worker, Alternative to Emergency Department - Tweed

- Be aware of and comply with their responsibilities under the Standards
- Actively participate in quality improvement initiatives within their teams
- Participate in organisation-wide quality improvement activities as required

Workplace Health & Safety

All employees have responsibilities under the Workplace Health & Safety Act of 2011. Signing this Position Description confirms you understand the responsibilities relevant to your role.

Risk Management

All employees are expected to notify into the incident management system any incidents and patient complaints which occur in your own area (both clinical and corporate incidents).

All employees will:

- Identify and manage risks in your own area, and report risks to your manager which are beyond your capacity or authority to manage