

Peer Worker

position number	P4008
status	Part Time, Fixed term (TP)
network	Services
agreement	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
classification	Level 3, pay point dependant on experience
reports to	Specialist Team Support

about us	cohealth is a not-for-profit community health organisation. We provide health and support services in Melbourne's CBD, and northern and western suburbs.
what we do	Our work aims to improve the health and wellbeing of our communities and address health and social inequality.
our organisation	cohealth is a community health organisation with an ambitious strategic plan. Our mission is to improve health and wellbeing for all and tackle inequality, in partnership with people and the communities they live in.
our people	People who work at cohealth are committed to designing and delivering high quality health care and promoting and protecting human rights.
diversity and inclusion	We want people of all ages, gender identities, sexualities, cultural backgrounds, and abilities to feel safe to bring their whole selves to cohealth. We are a Rainbow Tick Accredited organisation with over 20% of our staff from the LGBTQIA+ community. To find out more about us click here

network overview

Services Network

Our vision is for healthy communities and healthy people. We do this by providing care for individuals, community, and society, improving the health and wellbeing of the communities we serve, and addressing inequality in society.

We champion universal health care and human rights and strive for health and social equity. This is what we mean when we say care for all. Care for all is achieved when all people have access to the full range of health services they need, when and where they need them, and without financial hardship.

cohealth's services network delivers strong, people-centred primary and community health care that prioritises individuals and communities experiencing inequality. Our services focus not only on preventing and treating disease and illness, but also on helping to improve wellbeing and quality of life.

position overview and purpose

This position sits within the Homeless Services Cluster. The Cluster delivers value-based care through codesign and by developing the capacity and capability for teams to work to the top of their scope of practice.

The Homelessness Cluster aims to improve the health, wellbeing, housing, and social outcomes of people who use alcohol and other drugs and/or those have experienced an episode of homelessness in the Inner North-West of Melbourne. The Cluster delivers a human rights approach to health care which reduces harms, is trauma informed, consumer directed, holistic, recovery and strengths based.

The Buckley Street Supported Accommodation Team which sits within the Homelessness Cluster is comprised of small number of Supported Housing Workers and workers with Lived Experience who deliver practical support to the renters with complex needs to build skills needed to independently maintain a tenancy in the future. Examples include daily living skills (household management, health, food security) and facilitating connections to local health providers such as community health services, NDIS, and My Aged Care.

Building on this practical foundation, the Peer Worker will use multi-disciplinary, assertive, integrated and flexible approaches which address immediate crisis support needs, through to longer term support to establish safe and affordable long-term housing with mental health, AOD and other health supports in place.

The position also provides support to people facing significant barriers to accessing services so that they feel confident in and supported by the service system.

key accountabilities

direct service delivery	<ul style="list-style-type: none"> • Share lived experience of mental illness, homelessness and or substance use and recovery where it is appropriate, relevant, and purposeful to the recovery journey of the consumer • Engage consumers to participate in their goal centred care by introducing the concept of recovery and promote hope • Provide community-based support services and recovery support services in partnership with clients, which are strengths-based, recovery-oriented, have consumer, carer and community engagement and co-design with a whole of health approach to care. Care is provided by consistent, high-quality recovery-oriented services using trauma informed care and family centred practice • Work collaboratively with clients, carers, and other community services to conduct brief and comprehensive assessments, identify and prioritise aspirations and goals, support the implementation and review of consumer directed care plans • Build relationships and work collaboratively with specialist services to provide a coordinated response to improve clients physical and mental health and wellbeing • Advocate on behalf of clients with other agencies to ensure access and delivery of services • Provide client-centred secondary consultation for the team drawing on lived experience, where appropriate • Maintain client files and records in accordance with program procedures on a computer case management software system • Develop and maintain working relationships with key local and internal stakeholders • Undertake special projects or tasks as required; and perform all other duties as directed, within the limits of skills, competence, and training to maximise flexibility and effectiveness
culture and teamwork	<ul style="list-style-type: none"> • Champion cohealth's culture to promote teamwork, employee development and empowerment in order to foster a culture of high performance and a workforce which demonstrates behaviours consistent with cohealth's values
quality and continuous improvement	<ul style="list-style-type: none"> • Contribute to the principles of continuous improvement as contained in cohealth's quality system and ensure compliance with cohealth policies/procedures • Contribute to the implementation and improvement of the quality systems within cohealth, in particular the Services Network, and ensure compliance with documented procedures and processes
health & safety compliance	<ul style="list-style-type: none"> • Provide and maintain a working environment that, as far as reasonably practicable, is safe and without risks to the health, safety, and wellbeing of all (employees, contractors, volunteers)

- Maintain awareness of and compliance with health and safety policies and procedures to maintain a safe working environment
- Take corrective action to remedy safety hazards or risks and restore a safe working environment

cohealth is a child safe and equal opportunity employer that offers generous salary packaging and opportunity to undertake professional training and development

position requirements

- The ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- The ability to engage with service users in a warm, non-judgemental manner, demonstrates a strong customer service focussed approach
- Promotes collective achievement, contributes to the development and achievement of group objectives, is respectful, actively listens to and seeks out opinions and ideas from others
- Demonstrates self-awareness and the ability to self-regulate, role models a positive outlook even during challenging times
- Committed to the philosophy and vision of cohealth
- Working with Children's Check (WWCC)
- Nationally Coordinated Criminal History Check (NCCHC)
- Victorian Driver's License
- Immunisation Category B to be produced for sighting upon request

key selection criteria

- A relevant tertiary qualification and/or lived experience as well as a sound understanding of challenges people with mental illness, substance use issues and insecure housing face and the capability of sharing this lived experience as part of recovery orientated practice
- A detailed understanding of the social determinants of health and trauma informed care practices
- A sound understanding of diversity, culturally safe practice and impacts of stigma
- Ability to work in a strengths-based framework to facilitate client choice, with a knowledge and understanding of recovery models of care, and best practice evidence-based health care interventions
- Demonstrated experience in undertaking, supporting outreach and group activities
- An ability to establish respectful professional relationships that have clear boundaries with consumers, staff, and partner organisation
- High level interpersonal skills and ability to support others with day-to-day problem solving
- Proven organisational skills with an ability to work autonomously and as a part of a team and an ability to manage varied high priority tasks within limited time frames
- Excellent verbal and written communication skills

opportunities. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.

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