### Job Description for:

### *Peer Support Worker – Kaimahi Āwhi Hauora*

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| Location: Lakes Region | | Date: July 2020 | |
| Reports to: Team Manager | | Direct Reports: N/A | |
| Functional Relationships Internal:  * Team Leader * Tangata whai ora * Colleagues at the service | | Functional Relationships External:  * Community Services/Organisations * Rotorua and Taupo Mental Health Services * Tangata whai ora’s Whanau * Clinical Teams | |
| Primary Objective(s) – Te Mea Tuatahi:  * The delivery of support for tangata whai ora residing in the service, offering direct intentional support and therapeutic intervention. Team members will be expected to practice within Ember’s holistic Rehabilitation Model, utilising their professional skills, knowledge and experience. * To walk alongside people in their recovery journey, role-modelling hope for recovery, and using your own lived experience to inform practice. | | | |
| Key Result Areas | Key Tasks | | Expected Outcomes |
| **Ensures that all tangata whai ora are receiving a service that is tailored to their needs and aspirations, addressing psychological, physical, spiritual, cultural and family/whānau issues of their choosing via individualised rehabilitation** | * Own personal lived experiences of recovery are drawn upon to support tangata whaiora along with their whānau. * Holistic wellbeing assessments and rehabilitation plans are written and progress regularly reviewed with tangata whai ora, their whānau, and the team. * Knowledge based approaches are utilised that address all aspects of health, wellbeing and functioning * Relationships are developed with community agencies/resources. * Tangata whai ora are provided with information and resources in order to make informed choices about their care. * A recovery-focused attitude is adopted, in which all tangata whai ora are seen as capable of moving towards the life of their choice with the right supports. * Tangata whaiora and their whānau are included in all aspects of their care, as the directors of their recovery. | | * Tangata whai ora are recovering, including choosing, getting and keeping meaningful roles. * Documentation demonstrates that all aspects of wellbeing are being explored. * Tangata whai ora and family/whānau feedback indicate high levels of satisfaction |
| Liaises with clinical teams | * + Communicates regularly and effectively, and works collaboratively, with members of the clinical teams, both reactively in relation to supporting individual tangata whai ora and pro-actively through building relationships. | | * Ember will be recognised as being professional and collaborative through the clinical service feedback. |
| **Adheres to client management systems, including medication management, blood testing, reviews and reports. Works within the organisation’s policies and procedures** | * + Works within and contributes to the development of effective systems for ensuring that tangata whai ora receive support and treatment as scheduled including     - Medication management     - Blood testing     - Regular physical checks     - Monitoring diarising of support     - Monitoring of reviews     - Monitoring production and communication of reports   + Is conversant with all policies and procedures. | | * Review of documentation will demonstrate that tangata whai ora have received support and treatment as planned |
| **Provides direct support to tangata whai ora and their family/whānau on an individual and group basis to find, get and keep meaningful roles in their living, learning, working, social and/or cultural domains (or to build their readiness to do this)** | * Develops appropriate supportive relationships with tangata whai ora based on shared experience of mental distress and/or trauma, organsational values, and practice model values.   + Shares personal stories and experiences of hope and recovery, and role models recovery in action   + Demonstrates competence in rehabilitation approaches including connecting, assessment, skills and resource building, rehabilitation readiness development, and evaluation.   + Facilitates peer support groups   + Direct support utilises personal experience and well as professional experience, skills and knowledge | | * + Tangata whai ora are reporting positive, recovery-orientated relationships with Ember staff   + Tangata whai ora are recovering   + Tangata whai ora are building rehabilitation readiness   + Tangata whai ora are setting, working towards and achieving goals   + Tangata whai ora are moving out of the service into accommodation of their choice with the paid and/or natural supports that they require.   + Tangata whai ora are working, learning and socialising in the community |
| **Delivers support that respects and involves the tangata whai ora’s culture** | * + Demonstrates competence in the application of Māori models of health that are utilised within the service and organisation.   + Completes assessments and planning with tangata whai ora that determine and work towards tangata whai ora’s cultural needs and ambitions.   + When necessary, seeks cultural advice to ensure that work is culturally responsive | | * + Tangata whai ora file audits demonstrate that assessments are completed for tangata whai ora’s cultural wants/needs.   + Where these needs are identified, documentation reflects that these are being actively worked towards.   + Feedback from tangata whai ora show high levels of satisfaction with the level of culturally responsive practice. |
| **Participating actively in the Residential Team** | * + Works supportively and effectively with other team members to achieve the goals of the team   + Attends and participates in the regular team hui   + Role models recovery in action to other team members   + Offers a peer perspective to the team, by contributing to team hui, team co-reflective practice, and providing consultation to colleagues | | * + 360° feedback indicates that the post holder is an active team member and role models and demonstrates the vision, mission and values of the organisation |
| **Engaging in supervision, co-reflective practice, training and development** | * Possesses up-to-date knowledge of the principles of recovery and peer support approaches * Participates in performance reviews and establishes and carries out a professional development plan * Participates in line-management fortnightly supervision   + Participates in professional/Team co-reflective practice | | * + Performance review will demonstrate that the post holder is developing professionally and improving relevant skills and attributes |
| Practices effective self-care | * Balances demands of non-work and work life * Seeks support and help when needed * Prioritises and completes work * Conducts self in an energetic and positive manner | | * 360° feedback indicates that the post holder is perceived as professional, positive and manages workload and life balance effectively. |

This list is not exhaustive and additional responsibilities and tasks may be required as requested by your line manager

### Person Specification for:

### *Residential Peer Support Worker*

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|  | Essential | Desirable |
| Qualifications and training | * Qualification in Peer Support Work and/or L4 Certificate in Mental Health Support Work | * Further training in the areas of mental health, addictions, Māori models of health or other areas relevant to rehabilitation or recovery principles. |
| Experience | * Lived experience of recovery from mental health issues and/or addiction issues | * Experience working in mental health or addictions services, rehabilitation services, and/or working with Māori health models. |
| **Competencies** | * Written and verbal communication skills * Ability to develop a rapport with others * Ability to actively participate as a member of a team * Planning & organisation skills * Decision making/Problem solving skills | * Culturally Competent in Te Ao Māori. * Te Reo Māori. |
| **Personal attributes** | * Personal values aligned with a recovery-orientated service and Ember’s organisational values * Commitment to Treaty of Waitangi principles * Willing to share personal stories of recovery in order to support others * A positive attitude and desire to “go the extra mile” * Personal resilience and self-confidence * Attention to detail |  |

Date for Review: \_\_\_\_\_\_\_\_\_\_\_