

Position Description

Title	Peer Support Facilitator
Business Unit	Voices VIC Program / AOD, Mental Health & Carer Services
Location	101 Carlisle Street, St Kilda
Employment type	Casual
Reports to	Program Lead

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

Voices Vic is a state-wide award winning and research supported specialist program led by peers with lived experience, improving the wellbeing and recovery of people with mental health challenges.

Voices Vic provides dynamic peer led recovery groups, one-on-one support & facilitates training across Australia for organisations and individuals who work with people who hear voices.

The Hearing Voices Peer Support Facilitator will be responsible for:

- Establishing, setting up, facilitating and evaluating Hearing Voices Recovery Groups
- Co-facilitation of the Voices Vic training programs & information sessions
- Providing one-on-one support to participants in the Voices Vic program

2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- Supervisor

Position Description

Peer Support Facilitator

- Uniting Staff
- Volunteers
- Participants of groups and trainings
- Program Lead
- Group Network Coordinator
- Peer Worker
- Youth Facilitator
- Peer Support Facilitator
- Research Worker

External

- Participants & Carers
- Youth services, Headspace, Wellways, Carers Victoria, Department of Health & Human Services, Tandem, SHARC, VMIAC, Swinburne University, Primary Health Care Networks, Monash Health, St Vincent's & Alfred, Northwestern Mental Health Services

4. Key responsibility areas

- Establish, facilitate, setup & evaluate Hearing Voices groups in Victoria both in person & online.
- Work with the Voices Vic Program Lead and other team members to develop an overall strategy for the Hearing Voices Recovery groups.
- Maintain records of attendance and evaluation of Hearing Voices group activities.
- Assist in planning, development, administration, marketing and facilitation of the Hearing Voices Groups, Information Sessions and Hearing Voices Training Programs.
- Provide one-on-one support to participants in relation to their Hearing Voices experience using IPS principles and the Hearing Voices Approach.
- Work collaboratively with participants to identify, develop, implement, document & evaluate individual recovery plans that articulate their recovery goals, skills and strengths.
- Support participants to understand their hearing voices experience and develop strategies and coping skills for managing distress.
- Liaise with key stakeholders – clinical services, carers and other support service organisations involved with participant to ensure best outcomes for the participant.
- Facilitate & deliver Voices Vic training packages for internal training calendar and external organisations both in person and online.
- Willingness to share your lived experience during training, workshops, speaking events and information sessions is desired but not essential.
- Support the administration process of responding to general enquiries for groups, one-on-one support and training.
- Provide guidance, mentoring and advice in the development of volunteers in the area of group facilitation.
- Provide leadership and specialist expertise in the development and delivery of high quality training programs.
- Provide mentoring and additional support to workers after the completion of the training to ensure the Hearing Voices Approach practices are embedded into services.
- Present on the Hearing Voices Approach at relevant industry conferences and tertiary institutions.

Other requirements

- Willingness to learn and understand the background of work, programs and Hearing Voices approach used at Voices Vic
- Lived experience in Hearing Voices
- Understanding of peer work and how to use lived experience appropriately
- An understanding of the Mental Health sector
- Experience facilitating workshops, training and group facilitation

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Peer Support Facilitator

- Complete other duties as requested by Program Lead
- Attend regular staff meetings
- Attend regular supervision with Program Lead and seek supervision to problem solve
- Attend relevant Uniting staff training & engage in Uniting support services, as required
- Assist with general administrative activities for Voices Vic.

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.
- 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 organisation

5. Performance indicators

- Facilitate in person and online Hearing Voices training & information sessions across clinical and community services as required.
- Setup, facilitation, delivery and evaluation of Hearing Voices Groups in Victoria both in person and online.
- Support participants in a one-on-one capacity and document participant progress and recovery.
- Present on the Hearing Voices Approach tertiary institutions and industry conferences if required.
- Contribute to the reduction in the stigma of voice hearing within the general community and amongst students, carers, workers and services.
- Voice hearers learn to accept, work with and apply coping skills to their voices, providing less distress and more self-acceptance and a positive relationship with their voices.
- Work professionally and collaboratively with all Uniting staff, contractors and volunteers.
- Engage with all external parties/services in a respectful and compassionate manner.

6. Person specification

Qualifications

- Certificate IV in Mental Health, Peer Work, Training and Assessment and/or Formal Tertiary qualifications in Psychology, Social Work, Psychiatric Nursing, Youth Work or other Allied Health Disciplines

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- Qualifications or training in facilitation (desired)

Experience

- Relevant experience working with voice hearers.
- Strong understanding and experience with facilitation of workshops, trainings and group facilitation.
- Demonstrated understanding and knowledge of the Mental Health system, public and/or private.
- Skills in engagement, collaboration and networking with other health services (desired).
- An understanding and/or completion of training of the Hearing Voices Approach and philosophy.
- Ability to work within a team and manage time efficiently.
- Strong understanding of the needs and issues facing young people experiencing severe and enduring mental illness.
- Ability to work effectively with Microsoft Windows, Microsoft Office and client database applications.
- Lived experience of recovery of Hearing Voices (with the application of the Hearing Voices Approach preferred, but not essential) and willingness to share your lived experience of recovery with other colleagues and clients is desired but not essential.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Understanding of the Hearing Voices Approach: and facilitation.
- Project Management: ability to prioritise multiple tasks and meet deadlines; stakeholder.
- Management, capacity to work in a team and independently.
- Knowledge and experience in facilitation with high levels of interpersonal and team skills.
- Excellent verbal and written communication, resilience & relationship skills.
- Demonstrated experience working with Youth.

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 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.

8. Acknowledgement

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

Employee

Name:

Signature:

Date:

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