

## **JOB DESCRIPTION**

**POSITION:** Mental Health & Addiction Peer Support Worker – COMPASS

**REPORTS TO:** Team Leader – Service Manager

**HOURS OF WORK:** Casual rostered work as required

### **PURPOSE OF POSITION:**

COMPASS provides a peer support and advocacy service to people who are users of mental health services in the Nelson/Tasman/Golden Bay area. The 0800 COMPASS phone line operates five days a week.

The Peer Support and Advocacy Worker may work with people both in the community and in in-patient settings.

### **Treaty of Waitangi**

Health Action Trust acknowledges and demonstrates commitment to the Treaty of Waitangi as the founding document of Aotearoa New Zealand and the status of Māori as Tāngata whenua. The Treaty is the foundation for the development of biculturalism and Māori mental health throughout our organisation.

### **KEY FUNCTIONAL RELATIONSHIPS:**

#### Internal

- Health Action Trust Team Leader
- Manager Peer Services
- Chief Executive, Health Action Trust
- Other Health Action staff

#### External

- Other Mental Health Service Providers
- Te Whatu Ora Nelson Marlborough
- Tangata whaiora
- Family and whanau

# Principal Accountabilities

Key Accountability	Key Activities
<p><b>Peer Support and Advocacy</b></p> <p>Compass staff work with service users in a safe and ethical manner in line with the principles of peer support</p>	<ul style="list-style-type: none"> <li>• Meet with service users/tangata whaiora to discuss the services that COMPASS offers.</li> <li>• Provide information to enable service users/tangata whaiora to make an informed decision about how to proceed with an issue</li> <li>• Act upon the wishes and instructions of the service users, except where to do so would create a risk to themselves or others</li> <li>• Support service users/tangata whaiora in relationship building that may enhance personal and social skills in community settings.</li> <li>• Support and encourage service users/tangata whaiora to access community recreational, employment and vocational services.</li> <li>• Meet regularly with the Team Leader to discuss practice and address any concerns or issues arising from work with service users and other staff.</li> <li>• Work with the Team Leader to ensure that policies and procedures are applied correctly.</li> </ul>
<p><b>Advocacy</b></p>	
<p><b>Day-to-Day Operations</b></p> <p>Staff contribute to the efficient and effective running of COMPASS, providing a secure and comfortable environment for guests and workers</p>	<ul style="list-style-type: none"> <li>• Advise Team Leader or on-call staff member promptly if unable to attend work.</li> <li>• Ensure that all relevant service documentation is accurate and up to date as directed by the Team Leader</li> <li>• Contact Team Leader or on-call staff immediately if there is a significant incident where the safety and health of staff and/or service users is at risk.</li> </ul>
<p><b>Teamwork</b></p> <p>Staff work effectively and cooperatively with each other. An active contribution is made to the wider organization.</p>	<ul style="list-style-type: none"> <li>• Regularly attend and participate in staff meetings.</li> <li>• Contribute to the development of Health Action Trust by participating in strategic planning processes and the collaborative development of policies and procedures</li> </ul>
<p><b>Quality Management</b></p> <p>Quality service is delivered to service users.</p>	<ul style="list-style-type: none"> <li>• Ensure that reasonable measures are taken to maintain Health and Safety standards and follow correct reporting procedures when necessary.</li> <li>• Encourage tangata whaiora to complete service evaluations and Work with the Team Leader to prepare for service audits as directed.</li> </ul>
<p><b>Professional Development</b></p> <p>Regularly creates and takes advantage of learning opportunities The learning gained from professional development is reflected in practice.</p>	<ul style="list-style-type: none"> <li>• Actively participate in professional development and training as agreed with the Team Leader</li> <li>• Participate in regular peer supervision sessions.</li> <li>• Participate in regular Performance Reviews with Team Leader</li> </ul>

## On Call Staff – Additional Duties

<b><i>Relationship Management</i></b>	<ul style="list-style-type: none"><li>• Liaise with referring agencies as required to provide information on Compass services</li><li>• Respond to requests for information in a timely manner</li></ul>
<b><i>Day to Day operations</i></b>	<ul style="list-style-type: none"><li>• Monitor operations to ensure that standards are maintained and that standards result in quality delivery to service users/tangata whaiora</li><li>• Work with the Team Leader to ensure that any feedback/comments received are reviewed and acted on to improve quality of service delivery</li><li>• Provide advice and support by phone as necessary</li></ul>

## ***Person Specification***

### Skills and Experience

- Personal experience as a user of mental health services
- An understanding of peer support models and practice and the ability to apply this knowledge in different settings
- The ability to manage time effectively and prioritize work
- Strong oral communication skills
- Ability to keep accurate written records
- An understanding of the application of Te Tiriti o Waitangi
- Current Full Driver's Licence

### Personal Qualities

- Enthusiasm and a sense of humour.
- Good interpersonal skills with an ability to respond and relate with sensitivity and cultural appropriateness to a wide range of people
- Ability to work in a co-operative team
- Able to use initiative and work with minimal supervision at times
- Flexibility to undertake a wide variety of tasks
- Ongoing desire to improve own professional and personal development.