

# Job Description



## OUR ORGANISATION

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Skylight Mental Health (Skylight) is a community based, not for profit organisation, which provides a range of education, support, rehabilitation and recovery based services and programs for people with mental illness, their carers (family and friends) and the community. Skylight programs are delivered utilising “lived experience” of people with mental illness and carers, and according to a psychosocial rehabilitation model and recovery philosophy and practice.

Skylight’s objectives include promoting greater community knowledge, awareness, support and understanding of the effects of mental illness on individuals and their carers. These objectives are pursued through research, illness management, support, reducing stigma and advancing the rights of people with a mental illness and their carers. Skylight is a member organisation of MIFA (Mental Illness Fellowship Australia, [www.mifa.org.au](http://www.mifa.org.au)), a national body with branches across states and territories in Australia. For more information about Skylight services and programs go to [www.skylight.org.au](http://www.skylight.org.au)

## OUR VISION, MISSION and VALUES

**OUR VISION** is a South Australian community which understands mental illness and responds with confidence, respect and hope.

**OUR MISSION** is to increase opportunities to achieve good mental health, to promote acceptance of mental illness in the community and provide quality services for people with mental illness, their family and friends.

**OUR VALUES:** Show Respect, Foster Team, Create Quality, and Embrace Opportunity.

## KEY PERFORMANCE AREAS

*All Skylight employees are required to meet at least the minimum level of satisfactory performance in the following areas within the context and performance of their positions:*

<b>Organisation:</b>	Skylight and our strategic goals, including positive culture, policies, procedures and legislative requirements
<b>Program/Work Area:</b>	Program/Work Area tasks & responsibilities
<b>Team:</b>	Working relationships within Skylight teams
<b>Individual:</b>	Individual performance areas
<b>Supervisor:</b>	Working relationship with your direct supervisor
<b>Leadership:</b>	Additional responsibilities which apply to Team Leaders, Coordinators, Specialists and Managers who participate in Leadership Group meetings at Skylight

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## POSITION SUMMARY

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<b>TITLE:</b>	Lived Experience Peer Worker
<b>PROGRAM/WORK AREA:</b>	Service Delivery
<b>AWARD:</b>	Social, Community, Home Care and Disability Services Industry Award 2010, SACS Level 4
<b>LOCATION:</b>	Metropolitan

Skylight programs deliver a range of recovery-oriented community mental health services by working alongside people experiencing mental illness, family and friends who support them, and the broader general South Australian community. Skylight develops programs with input from participants, to ensure responsive, effective services that build on strengths, increase resilience and improve mental health.

Services include individual support, carer programs, therapeutic groups, social and recreational activities, together with information, education, advice and referral. The Lived Experience Peer Worker will perform one or more of these services.

Under the general direction of a Team Leader or delegate, the Lived Experience Peer Worker will draw on their lived experience of recovery from mental illness, to inform the provision of quality service delivery. Peer Workers will promote recovery and inspire hope in the journey of recovery, with the aim of increasing clients' wellbeing and their understanding of managing mental illness.

### SPECIAL CONDITIONS

The Lived Experience Peer Worker position may require flexible work hours. Flexible work hours are subject to the needs of the program, as negotiated, with time off in lieu provided by mutual agreement when the employee works additional hours, to maintain an average of allocated hours per week.

DHS Working With Children check and NDIS Worker Check are required prior to appointment. You must hold a Permanent Resident Visa or be an Australian Citizen to apply for this position.

The Lived Experience Peer Worker will be required to use their own registered, insured and fully maintained motor vehicle and will receive compensation for mileage at the Award rate.

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## DUTIES

- Utilise lived experience of mental illness, or as a carer of someone with mental illness, to facilitate the provision of mental health services from a peer-led support service approach.
- Act as coach and mentor, help participants to set goals, share and discuss common experiences with participants and initiate, establish and maintain relationships with participants, which develop trust and rapport.
- Promote empowerment and self-direction in support of recovery.
- Develop and maintain links with relevant service providers, carers, and consumer groups to improve support for carers of people with mental illness.
- Work collaboratively with consortium staff to support participants and carers in a non-clinical setting.
- Contribute to a collaborative and flexible team culture.
- Ensure that a high level of documentation and data is maintained, within a timely manner, from all aspects of service delivery.
- Utilise and implement principles and culturally competent practices, based on National Standards for Mental Health Services.
- Develop and implement resources, policies and processes.
- Maintain current mental health knowledge, and engage in regular supervision and annual performance appraisals to ensure ongoing professional development.
- Contribute to the high standard of service that Skylight provides by participating in relevant meetings, delivering programs consistent with Skylight's strategic plan, policies and procedures, and participating in continuous quality improvement activities.
- Plan, develop and implement special projects and events, as directed by the CEO or delegate, to meet specific and identified needs. This may include working within or alongside other Skylight programs/work areas on occasion, to achieve Skylight's strategic goals.

# Job Description



## **SELECTION CRITERIA**

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### **Skills, Knowledge and Experience**

- A tertiary qualification relevant to the health or mental health sector, and/or extensive experience in the community services sector.
- Demonstrated knowledge of the issues common to people with mental illness, and the strategies and skills that have been effective in maintaining mental health and wellbeing.
- Demonstrated ability to apply National Standards for Mental Health Services and culturally competent practices.
- Excellent organisational skills including attention to detail. Highly effective oral and written communication skills, as well as interpersonal skills.
- Strong personal and interpersonal skills, open to continuous personal development and responsive to feedback.
- Demonstrated excellent teamwork and willingness to take on new challenges.
- Ability to contribute to a high performing team culture that communicates a competing vision and is committed to Skylight's mission and values.
- Current SA Driver's License and willingness to use own registered, insured (at a minimum Third Party Property Damage Insurance) and fully maintained motor vehicle for work purposes.
- Strong working knowledge of, and experience with, Microsoft Office, customer relationship management (CRM) databases, scheduling software, email and internet.
- Current Introduction to First Aid and Child Safe Environment accreditation (or willingness to obtain).
- Sound understanding of organisational operations and workplace policies and practices e.g. Equal Opportunity and WHS.