



**ARAFEMI**

## **ARAFEMI Victoria Inc**

### **Position Description**

<b>POSITION TITLE:</b>	PEER SUPPORT WORKER - COPES
<b>REPORTS TO:</b>	Manager Family Support
<b>AWARD:</b>	Permanent Part Time (9 Hours) SACS Award, Community Development 2A & ARAFEMI Enterprise Bargaining Agreement 2006 – 2009
<b>REVISION DATE:</b>	June 2009
<b>BASED:</b>	270 Auburn Road Hawthorn

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#### **ORGANIZATIONAL CONTEXT**

ARAFEMI's mission is to promote and improve the well being of people affected by mental illness. ARAFEMI is an incorporated association and a registered community support service under the Mental Health Act 1986.

ARAFEMI is the lead state-wide provider of support to carers and families where mental illness has an impact. ARAFEMI has a strong belief in recovery for people with a mental illness and their carers. All people have the right to live with respect and dignity in a society that provides equality of opportunity.

ARAFEMI provides carer/family support, carer education, support groups, information, respite support, outreach support for consumers, and manages the Linwood Prevention & Rehabilitation Centre with Eastern Health Adult Mental Health Program.

Project partner, Eastern Health is a leading provider of health care in the eastern region of Melbourne and incorporates Acute: Aged Care, Rehabilitation and Community Health (ACRCH); and Mental Health services across a number of large, medium and small work locations. The Adult Mental Health Program provides services across the Eastern Metropolitan Region encapsulating the communities surrounding the Maroondah, Box Hill, Angliss, Yarra Ranges, and Peter James Centre Hospitals. Eastern Health Adult Mental Health Program services cover the continuum of care and include both inpatient and community based services. A joint Governance Group, which comprises senior management from both organisations, is responsible for the overall direction and outcome of this service.

#### **PROGRAM CONTEXT**

The Carers Offering Peers Early Support (COPES) program in the Box Hill catchment area is a collaborative partnership project between Eastern Health Adult Mental Health Program and ARAFEMI Victoria that aims to deliver peer support and information to carers and families whose relative or friend is in receipt of mental health treatment or support from Eastern Health Mental Health Program (EH AMHP) or ARAFEMI. The Peer Support Workers will provide telephone and face-to-face support to carers to reduce isolation and improve

knowledge of the mental health system. They will also be responsible for working with staff across PDRSS and clinical health services to increase awareness of family and carer needs and raise the profile of the COPES program. It is expected that COPES support will be provided across three (3) sites, which are likely to be at Box Hill, Mont Albert and Glen Waverley.

## **THE ROLE**

### **KEY RESPONSIBILITY AREAS**

1.	<b>DIRECT SUPPORT</b>	<ol style="list-style-type: none"> <li>1. Provide peer support and information to carers and families whose relative or friend is in receipt of services from Eastern Health Adult Mental Health Program or ARAFEMI.</li> <li>2. Engage in phone or face-to-face contact with individual carers or families to provide support, reassurance, information and referral. Services will be provided from EH AMHP and ARAFEMI sites</li> <li>3. Provide informal, practical support to carers, including, listening to carers' concerns, providing information about the Public Mental Health Service and assisting carers to access carer and family supports</li> <li>4. Assist families and carers to overcome isolation in their experience of dealing with a relative or friend who has a mental illness.</li> <li>5. Facilitate families and carers to become more informed about mental illness.</li> <li>6. Direct families and carers as to where to obtain support and information for themselves as family or carer.</li> <li>7. Foster a greater understanding for families and carers of the sort of support that can be derived from a carer support group.</li> <li>8. Equip families and carers with some basic coping strategies and how these can be applied to individual situations.</li> <li>9. Provide families with additional choices and support in dealing with the challenges in caring for someone with a mental illness.</li> </ol>
2.	<b>IMPLEMENTATION</b>	<ol style="list-style-type: none"> <li>1. Liaise with ARAFEMI and Eastern Health Adult Mental Health Program staff in organising and responding to COPES program referrals.</li> <li>2. Uphold the dignity of carers, families and consumers; and respect confidentiality.</li> <li>3. Maintain accurate records on carer contact, for the purposes of monitoring and evaluation of the program.</li> <li>4. Assist in the general review and evaluation of the program.</li> <li>5. Foster in staff a greater understanding of the carers' perspective.</li> <li>6. Assist staff to establish new ways to routinely work together with families and carers</li> <li>7. Collaborate with staff as part of a team.</li> <li>8. Equip staff to become more aware of resources and support available to carers and families.</li> <li>9. If required and as directed by Carer Support Co-ordinator or Manager Family Support - Increase and enhance the profile of COPES through liaison, networking and consultation with general and specialist service providers, and work in close collaboration with Carer organisations and Clinical Services.</li> <li>10. Represent the COPES program as required</li> </ol>

3.	<b>PARTICIPATION</b>	<ol style="list-style-type: none"> <li>1. Participate in the induction and orientation as a new worker.</li> <li>2. Participate in regular supervision which includes presentation of case reviews, review of caseload; self reflection, and identification of needs</li> <li>3. Inform the Carer Support Co-ordinator of <i>Duty of Care</i> issues. Share skills and resources and participate in staff meetings, peer support, team building and other activities</li> <li>4. Seek support, debriefing and follow up challenging or concerning issues with the Carer Support Co-ordinator (EH AMHP) &amp; ARAFEMI Manager of Family Support</li> </ol>
4.	<b>OPERATIONAL</b>	<ol style="list-style-type: none"> <li>1. Provide statistics as required; Daily log sheet and others as directed</li> <li>2. Participate in the timely allocation of referrals</li> <li>3. Register new clients.</li> <li>5. Complete client files on a regular basis</li> <li>6. Ensure quality improvement via service feedback</li> </ol>

## CONDITIONS OF EMPLOYMENT

### Hours:

This is a permanent part time position (9 Hours per week) worked across three sites. Employees will be required to work these hours between 9am and 9pm, Monday to Friday (up to 6 hrs per week may be evening work including after hours group work).

### Salary and Conditions:

An hourly rate of \$20.33 is offered. As per Social and Community Services Award 2000 Community Development Class 2A, Overtime allowances / TIL plus superannuation will also be paid. Additional benefits from the ARAFEMI Enterprise Agreement 2006-2009 apply. As a registered charity organization ARAFEMI offers an attractive salary packaging opportunity.

### Additional Requirements:

A probationary period of three months will apply.  
Criminal record checks are mandatory for all new appointments.

## QUALIFICATIONS/EXPERIENCE REQUIRED

### Key Selection Criteria

1. Must have experience caring for an adult with a mental illness who has been treated within the public mental health system
2. Demonstrated understanding of the impact of mental illness on consumers, families and carers
3. Demonstrated understanding of the principles of peer support and counselling and the ability to utilise own experience constructively for the benefit of others
4. Demonstrated ability to engage individuals and or families through telephone or 1:1 support in an empowering and ethical manner
5. Understanding of the mental health system including clinical and acute services and the PDRSS sector.
6. Demonstrated networking and liaison skills and the ability to work with internal and external carer services and the clinical sector
7. Highly developed communication and interpersonal skills including excellent listening skills, negotiation, conflict resolution and problem solving
8. Computer literacy in Microsoft Word and Outlook

### Essential Requirements

A current Victorian Driver's Licence

## **APPLICATIONS**

For enquiries about the position contact Frances Sanders or Jane Henty on (03) 9810 9300  
Written applications marked confidential, including curriculum vitae, response to selection criteria and with at least two referees should be sent to:

Frances Sanders  
Manager of Family Services  
ARAFEMI  
270 Auburn Road  
Hawthorn 3122  
Email: [frances.sanders@arafemi.org.au](mailto:frances.sanders@arafemi.org.au)

Closing Date for applications is Wednesday 8<sup>th</sup> July 2009