

## Peer Worker

Part-Time – 0.8 FTE (32 hours per week)

**Make a difference by joining one of Australia's most innovative youth services.**

The primary role of the headspace Swan Hill Peer Worker is to provide inclusive, open and appropriate support to young people (aged 12-25) accessing or considering connection to headspace services. Peer workers empower young people to have a voice and choice in their healthcare. Peer workers may also work with the service and other involved agencies to advocate with young people.

Being a peer worker means drawing on your lived experience in the everyday duties of your work, in a safe and supported way. This may include sharing parts of your lived experience of help-seeking and recovery when supporting young people. Sharing in this way should be based on your boundaries about what you feel comfortable and safe sharing, what is helpful (or unhelpful) for this young person, and what is appropriate to share within your role and responsibilities.

Applications for this position are invited from **individuals aged 18-30** with a lived experience of mental health challenges, and/or help-seeking.

### About You:

- Aged 18-30 with lived experience of mental health challenges, and or help-seeking.
- An understanding of issues facing young people and families experiencing mental health and well-being challenges.
- A passion for empowering young people to have a voice in their care.
- Current National Police Check & Working with Children's Check
- Complete COVID Vaccinations & 2023 Flu Vaccination, Serology evidence of immunisation status

**About us:** Swan Hill District Health is a 143 bed (including Aged Care), fully integrated rural public health facility servicing a greater community of around 35,000 people. Our vision at, Swan Hill District Health, is to provide clear, connected care, best experience for our community

SHDH is a compassionate, family friendly employer where every employee is a valued team member. Inclusive of a perfect work/life balance, SHDH also provides:

- ◆ A dynamic workplace
- ◆ Free onsite car parking
- ◆ Salary Sacrifice/Packaging
- ◆ Discounted Corporate gym memberships
- ◆ Professional Development opportunities
- ◆ Employee Assistance Program

Enquiries about this role should be directed to Kirsty Jacobs, headspace Swan Hill Manager, Ph: (03) 4010 7102 or E: [kjacobs@shdh.org.au](mailto:kjacobs@shdh.org.au)

**To apply for this position:** email the completed Application for Employment form, Cover letter, CV and response to the key selection criteria to [employment@shdh.org.au](mailto:employment@shdh.org.au).

You will find the full position description containing the key selection criteria & application for employment form in the attached documents. Swan Hill District Health reserves the right to commence interview immediately upon receipt of applications.

**Closing date: 15 March 2024**

Swan Hill District Health is an equal opportunity employer committed to diversity and inclusion. We welcome applications from Aboriginal and Torres Strait Islander people, people with diverse cultural and linguistic backgrounds and people with disability.



## Position Description

### Peer Worker

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<b>Location</b>	headspace Swan Hill
<b>Classification</b>	Youth Worker Class 1 Year 6 <a href="#"><u>Allied Health Professionals (Victorian Public Health Sector) Enterprise Agreement 2021-2026</u></a>
<b>Salary</b>	\$68 447 – \$75 816 per annum pro rata (negotiable and dependent on relevant experience)
<b>Hours</b>	Part time, 4 Days (0.8 FTE) Hours of Work 9.30am - 6pm
<b>Term</b>	Until 30 June 2026 (extension will be dependent on funding)
<b>Direct Employer</b>	<b>Swan Hill District Health</b> is the Lead Agency for headspace Swan Hill
<b>Applications Close</b>	<b>Applications close 15 March 2024</b>

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### POSITION SUMMARY

headspace Swan Hill provides early intervention mental health services to young people  
headspace provides early intervention mental health services to young people aged 12 to 25.

Peer workers at headspace use their life experience, experience of mental health and wellbeing challenges and help-seeking to support young people in their recovery.

The primary role of the headspace Swan Hill Peer Worker is to provide inclusive, open and appropriate support to young people accessing or considering connection to headspace services. Peer workers empower young people to have a voice and choice in their healthcare. Peer workers may also work with the service and other involved agencies to advocate with young people.

Being a peer worker means drawing on your lived experience in the everyday duties of your work, in a safe and supported way. This may include sharing parts of your lived experience of help-seeking and recovery when supporting young people. Sharing in this way should be based on your boundaries about what you feel comfortable and safe sharing, what is helpful (or unhelpful) for this young person, and what is appropriate to share within your role and responsibilities.

The headspace Peer Worker will support young people in engaging with headspace services, 'stepping down' from more to less intensive levels of support at headspace, engaging in different streams of care (e.g., work & study) or transitioning to other services. Occasionally, peer workers may also interact with the young person's family.

Peer workers are an important part of a young person's care team if they receive ongoing support at a headspace service. A peer worker's role may also include working with the headspace service

more broadly to advocate for peer work and young people. This can range from activities like supporting or leading the delivery of particular programs to co-facilitating group programs.

Peer workers are part of the headspace multidisciplinary team and work alongside other workers involved in a young person's care (e.g., GPs, allied health workers, vocational workers). This includes working within the service's clinical governance framework, policies and procedures to deliver safe and effective peer support.

Peer workers are supported by their service to work safely and effectively in their roles. This support includes supervision of their peer work, clinical escalation supervision, line management and others. It also involves a clear orientation of the service's clinical governance framework and their role within it, as well as additional training and capacity building.

headspace Swan Hill is seeking individuals aged between 18 and 30 with a lived experience of mental health challenges, and/or help-seeking to apply. This position is time limited and as such headspace will support peer workers to transition out of their roles at the end of this period by offering training, professional development and potentially opportunities to transition into other roles within the organisation (where applicable).

To find out more about headspace and **Swan Hill District Health** visit [headspace.org.au](https://headspace.org.au), [headspacestory.org.au](https://headspacestory.org.au), and [www.shdh.org.au](https://www.shdh.org.au).

## KEY RESPONSIBILITIES

### Peer Support

- Draw on your life experience, experience of mental health challenges and recovery to support and empower young people in their recovery.
- Foster hope, develop trust and build rapport with the young people you work with.
- Support young people accessing headspace services to feel heard and to know that they have a voice and choice in their help-seeking journey, including a shared decision-making approach to their care.
- Work collaboratively within a multi-disciplinary team within the headspace Swan Hill and wider to obtain optimum outcomes for young people and their families.
- Provide encouragement and support to young people to access care .
- Plan, prepare and provide peer support sessions in line with a young person's goals and care plan in collaboration with the young person's care team.
- Co-facilitate group programs with team members.
- Assist young people with appropriate practical tasks for everyday functioning and/or to support their therapeutic goals.
- Maintain client records as per headspace and Swan Hill District Health policies and procedures.

### Community Engagement

- Work as a part of the headspace team by representing headspace at community events.
- Organise community awareness and youth engagement events.
- Regularly attend events and schools to develop relationships with local young people.
- Deliver community education sessions utilising headspace presentations.
- Maintain and review connections with communities within the headspace Swan Hill Region as an extension of the headspace Swan Hill Regional Engagement project.

## General

- Build and maintain effective relationships with stakeholders involved in the provision of headspace services to young people.
- Participate in relevant training and development activities as an effective team member.
- Other duties consistent with the position where required and/or requested by management from time to time.

## RELATIONSHIPS

The position holder will develop and maintain positive and effective working relationships with the following range of people and organisations. They must positively represent headspace and **Swan Hill District Health** to the public, community, government and other organisations.

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<b>Reports To</b>	headspace Swan Hill Manager
<b>Internal Relationships</b>	headspace Swan Hill staff <b>Swan Hill District Health</b> staff Youth advisers/reference group members
<b>External Relationships</b>	Young people and their family and friends that access the centre Local youth, health, and community service providers and staff Consortium partner organisations and staff headspace National Office staff Staff from other headspace centres

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## SELECTION CRITERIA

Successful applications will include responses to all of the following Selection Criteria. When applying, provide:

1. A cover letter,
2. résumé,
3. responses to each bullet point under *Key Selection Criteria*,
4. complete Application for Employment Form which can be access [here](#).

## Key Selection Criteria

- practical knowledge of issues faced by young people experiencing mental health and wellbeing challenges and their families
- ability to use lived experience of mental health and wellbeing difficulties and recovery to provide support to others and engender hope
- an ability to balance personal and professional boundaries
- demonstrated ability to work cooperatively and in a team environment
- a capacity and willingness to celebrate diversity and work inclusively with young people accessing headspace services

## Knowledge and Skills

- Interpersonal Skills - Polite and considerate in dealing with others. Aware of people's moods and temperament. Sees things from others' point of view and confirms understanding. Expresses own views in a constructive and diplomatic way.

- Problem Solving - Identifies and proposes practical solutions to problems.
- Presentation Skills – Prepares and delivers short presentations using clear language and visual aids such as PowerPoint or printed material.

## WORKPLACE POLICIES AND PRACTICES

All headspace and **Swan Hill District Health** employees are required to familiarise themselves with the organisation's policies and procedures and to abide by them at all times.

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<b>Our Purpose</b>	<p>Connected Care / Best Experience</p> <ul style="list-style-type: none"><li>• SHDH commits to meet the growing health care needs of our community through our new vision to provide better connected care and to achieve the best care experience.</li></ul>
<b>Continuous Quality Improvement:</b>	<ul style="list-style-type: none"><li>• Each staff member is expected to demonstrate a commitment to best practice.</li><li>• All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care.</li><li>• All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards.</li><li>• It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies and Protocols</li><li>• We recognise diversity is part of every person and as such providers of health care must be actively involved in developing models of care that are person centred.</li></ul>
<b>Person Centred Care:</b>	<p>The Health Service supports in its values the philosophy of Person-Centred Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care.</p>
<b>Child Safety:</b>	<p>All children have the right to feel and be safe. Keeping children safe is everyone's responsibility. SHDH is committed to providing a child safe environment where children are safe and feel safe, and where their voices are heard about the decisions that affect them.</p> <p>SHDH have zero tolerance to child abuse.</p> <p>Each employee has a responsibility to adhere to this requirement. Any breach of this standard will result in disciplinary action.</p>
<b>Infection Control:</b>	<ul style="list-style-type: none"><li>• Each staff member has a responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.</li><li>• The risk minimisation strategies are to be supported by all staff adhering to the Infection Control Manual policies, procedures and guidelines.</li><li>• Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers), through either documentation or copy of serology report. It is required that there is immunization for all vaccine preventable illnesses</li></ul>
<b>Privacy and Confidentiality:</b>	<p>SHDH is committed to protecting young people, their family, friend and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records</p>

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Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection.

Each employee has a responsibility to adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.

**Mandatory Training:**

All employees must be aware of and complete designated mandatory training within the required time frame.

**Safety:**

It is the responsibility of every staff member to:

- Take reasonable care for your safety and the safety of others while at work.
- Report accidents, incidents and potential hazards as soon as reasonably practicable to your supervisor and record on VHIMS reporting system.
- Advise your supervisor if you have an injury or illness that may affect your ability to perform the inherent requirements of your position.
- Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual.
- Complete all Mandatory training requirements as identified and directed.
- Comply with the Occupational Health and Safety Act and all SHDH O.H. & S. online Policies and Procedures.

**Review:**

Completion of My Work Plan on a yearly basis.

**Other Requirements:**

The position holder will:

- Have a current Working with Children Check and National Police Check\*\*.
- Maintain a current driver's license\*\*.
- Maintain eligibility to work in Australia\*\*.
- Participate in a six-month probationary period.

\*\* Evidence must be provided prior to appointment.

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## SWAN HILL DISTRICT HEALTH AND SWAN HILL

For more **information on How to Apply** go to [www.shdh.org.au/employment/how-to-apply](http://www.shdh.org.au/employment/how-to-apply).

For more information about life in Swan Hill <https://www.shdh.org.au/employment/general-information/>.

### Further enquiries

To find out more about this position, please direct your enquiries to Kirsty Jacobs, headspace Swan Hill Manager on 03 4010 7100 or [kjacobs@shdh.org.au](mailto:kjacobs@shdh.org.au).

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**Approved by:**

headspace Swan Hill Manager

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**Date Approved:**

20240224

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**Manager Name:**

**Manager Signature:**

**Date:**

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**Employee Name:**

**Employee Signature:**

**Date:**

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The Application for Employment form is required to be submitted with the following documents:

- ☐ Covering letter in support of application
- ☐ Response to Key Selection Criteria
- ☐ Applicants Curriculum Vitae

**Position Applying for**

**General Information**

**Name**

**Address**

**Contact**

Home phone

Mobile

Email

Are you of Aboriginal/Torres Strait Islander Origin? ☐ No ☐ Aboriginal ☐ Torres Strait Islander  
(This question is voluntary)

Do you wish to be identified under this category? ☐ Yes ☐ No

Are you an Australian Citizen or Permanent Resident: ☐ Yes ☐ No Date of Grant ...../...../.....

If no, what is your current Visa Status – Visa type ..... Expiry date ...../...../.....

Place/Country of issue: ..... Issue Number: .....

Do you require sponsorship? ☐ Yes ☐ No

**Conditions of Employment**

Employment conditions are governed by the relevant Public Sector Health Industry Awards and EBAs relevant to the position applied for:

**Initial employment is subject to:**

- 6 months' probationary period (with a review at 3 months.)
- Requirement to work any shift
- Requirement to work in any department as required

**Hours of Work** – ..... (Availability)

**Discipline/Misconduct**

Have you experienced discipline or misconduct action at any previous employment? ☐ Yes ☐ No

If **Yes**, please provide details:



## Police and Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment.

If you have a current Police Check and/or Working with Children Check, please show the check identifying numbers and the date of issue: \_\_\_\_\_

Upon engagement, you will be required to provide the necessary information to complete a Check. Please note that it is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

## Pre-existing Health and Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

**Disclosure advice: - (to be completed by the applicant)**

I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

**Signature of applicant:** \_\_\_\_\_ **Date:** ...../...../.....

**NOTE: If providing this form electronically, you accept that the information is true and correct by the action of submitting the form. You will be requested to sign the printed version at your interview if you are selected.**

### Enquiries:

Email address: [employment@shdh.org.au](mailto:employment@shdh.org.au)

Phone: 03 50339315

Postal Address: PO Box 483 SWAN HILL VIC 3585