

Peer Community Support Worker

Stepping Stone Trust has been operating since 1990; having grown out of Spreydon Baptist's Community Services and is now the largest NGO provider of Community Mental Health services in Canterbury. The Trust operates a range of Residential, Respite and Community Support services for Youth through to Older Persons for up to 500 Tangata Whaiora/Consumers each week.

Our Vision

An organisation which seeks to partner and collaborate with mana whenua ki waitaha to honour the treaty covenant through providing culturally informed services to deliver wellbeing for all.

- In providing a place of standing, hope, recovery and wellness Stepping Stone Trust seeks to be:
 - A mental health provider of first choice;
 - A leader in innovation
 - Flexible and responsive
 - Holistic, client centred and strengths based
- Delivering evidence-based practice that provides effective outcomes.

Our Mission

Motivated by Christ's love, Stepping Stone Trust journeys with people to find a place of standing, hope, recovery and wellness.

Te Roopu o te Taumata Kohatu

Core Values

Faith – supporting tangata whaiora (clients) and staff to explore belief in God as a pathway to wellness

Grace – accepting and respecting people regardless

Hope – every person has value, potential and new possibilities

Love – being professional and showing respect in all of our relationships

Integrity – practising accountability with each other and stakeholders.

Service Context

Adult Community is a mobile non-clinical, person-centred and recovery focused service for people with mental illness who live independently but not necessarily alone in their community. It provides support in relation to family-whanau, community living, education, employment and self-management of their wellbeing promoting choice, independence and valuing diversity.

Role, Purpose and Scope of Role

To respect and promote the autonomy of people using the Community Support Service through engaging in a purpose-driven relationship that acknowledges the shared responsibility for growth, moving towards their goals by utilising and building upon on their strengths.

A Job Description is a broad, general, and written statement of a specific job. It generally includes duties, purpose, responsibilities, scope, and working conditions of a job along with the job's title, and the name or designation of the person to whom the employee reports.

Key Relationships

Reports to

- Adult Community Team Leader

Accountable to

- Adult Community Service Manager

Delegated Authorities

Financial – Budget & Expenditure limits

- NIL

Human resources

- NIL

Relationships

Interactions **within** SST

All staff

Interactions **outside** SST

Peers – humans accessing the service

Service Providers

Clinicians

Community Access Pathways group

Other NGOs

Key Result Areas

1 Peer Support Provision

Key Actions, Accountabilities, KPIs and Outputs

- 1.1 • Respects and promotes the autonomy of the people they are supporting
 - 1.2 • Establishes supportive and empathetic relationship with people using the Service, which is based upon a shared experience of mental distress
 - 1.3 • Works in partnership with peers to complete their Recovery Star and goals
 - 1.4 • Collaborates in co-designing a written plan for the achievement of SMART short- and long-term goals
 - 1.5 • Assistance to identify and obtain naturally occurring community resources that will help them achieve their goals
 - 1.6 • Supports peers to advocate for themselves in the community and mental health system with the purpose of allowing them to access and use desired resources
 - 1.7 • Provides people with information regarding relevant legislation, rights and responsibilities
 - 1.8 • Regularly reviews and evaluates goal achievement with peers, including evaluating what has worked or not worked and why
 - 1.9 • Celebrates the achievement of identified goals
 - 1.10 • Follows policies, procedures and processes and works to ensure the service complies with relevant standards
 - 1.11 • Fosters good working relationships with the rest of the sector.
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2 Systems, Processes and Structures

Key Actions, Accountabilities, KPIs and Outputs

- 2.1 • Participates in meetings for the Service
- 2.2 • Attends and participates in regular supervision with their team leader
- 2.3 • Attends and participates in regular external supervision
- 2.4 • Is familiar with, and acts in accordance with the policies and procedures relevant to role
- 2.5 • Efficiently and professionally contributes to quality and contractual audits
- 2.6 • Participates in continuous quality improvement of the Service
- 2.7 • Manages information and other requests in an appropriate, confidential and timely manner.

Working Environment and Physical Demands

Stepping Stone Trust aims to provide a safe workplace, where nobody is placed in an environment or asked to do anything which will result in physical or mental harm. Here are some of environments and potential hazards that might be encountered in this role.

*Those in **bold** represent the likely environments of this position*

Office	Residential Facilities	Outdoors
Vehicle	Tangata Whaiora/ Consumers Homes	Community
Hospital	Offices of Specialist Services	

*Those in **bold** represent the likely hazards of this position*

PHYSICAL	BIOLOGICAL	TEMPERATURE
<ul style="list-style-type: none"> ○ Mechanical handling ○ Stacking and storage ○ Transportation (car etc) ○ Confined space/working at heights ○ Ventilation ○ Working at heights in walkways and aisles ○ Equipment guards ○ Energy isolation ○ Noise ○ Vibrating platforms 	<ul style="list-style-type: none"> ○ Insects. ○ Bacteria/Virus. ○ Animals (e.g. Dogs, Rats) 	<ul style="list-style-type: none"> ○ Extremes of heat or cold ○ Hot substances/products ○ Fire hazard
	CHEMICAL	PHYSIOLOGICAL (Factors that may contribute to stress and/or fatigue)
	<ul style="list-style-type: none"> ○ Chemicals and other substances ○ Mist ○ Dust ○ Dangerous Goods 	<ul style="list-style-type: none"> ○ Periods of significantly increased intensity or duration of workload ○ Organisational demands of work (e.g. 24 hour availability) ○ Tight deadlines ○ Provision of support to others during peak periods ○ Shift work
LIGHTING	POWER SYSTEMS	EMERGENCY RESPONSE
<ul style="list-style-type: none"> ○ Lighting levels 	<ul style="list-style-type: none"> ○ Electrical ○ Hydraulic 	<ul style="list-style-type: none"> ○ Responsible for items to be secured e.g. earthquake ○ Evacuation routes
ERGONOMIC	RADIATION	
<ul style="list-style-type: none"> ○ Manual handling ○ Work station set-up 	<ul style="list-style-type: none"> ○ Microwave ○ Infra-red, ultraviolet 	

*Those in **bold** represent the essential physical requirements of this position*

TYPE	FREQ.	TYPE	FREQ.	TYPE	FREQ.
Sedentary – Sitting	F	Stooping	O	Lifting/Manual Handling	O
Pulling	R	Kneeling	O	Grasping	O
Crouching	O	Typing	F	Crawling	R
Talking	F	Reaching	O	Hearing	F
Standing	O	Repetitive Hand Motions	R	Fine Finger Motions	F
Walking	F	Pushing	O	Driving	F
Climbing	R	Other – please record:			

Note: **C** = Constantly: 67-100%; **F** = Frequently: 34 – 66%; **O** = Occasionally: 1 – 33%; **R** = Rarely: 0 – 1%

*Those in **bold** represent the visual requirements of this position*

Close Vision	Distance Vision	Colour Vision
Ability to Focus	VDU	No Special Vision Requirements

Verification

We agreed that this Position Description accurately reflects the key responsibilities of the position of _____ at today's date.

Manager's Full Name:

Manager's Signature:

Date:

Employee's Full Name:

Employee's Signature:

Date:

This Position Description will be reviewed at least once a year during the course of the Performance Review Meetings. Any changes which need to be made will be signed off by the responsible Senior Manager and People & Capability.

Education and Qualifications

Qualifications

Level 4 Certificate in Health & Wellbeing (Peer Support or Mental Health & Addictions) and Intentional Peer Support (IPS) training.

Skills & Experience

- To have experienced mental distress and use of mental health services
- Ability to reflect critically on own experience of mental illness and recovery and make valid commentary based on that reflection
- Some knowledge of mental health or similar sector preferred.

Technical or Professional Knowledge, Skills and Experience

Work context specific

- Comfortable working in a Mental Health Service delivery environment.

IT and Internet systems

- Competent knowledge of office software systems e.g. Microsoft Office (Word, Excel), E-mail, Payroll Systems, with the ability to support staff in these applications
- Confident using the Internet and web tools
- Confident using smart phones.

Administration

- Ability to co-ordinate administrative functions to ensure timely reporting
- Demonstrates an understanding of administrative systems that ensure other business systems are properly supported
- Demonstrates ability to maintain quality quantitative information gathering and reporting systems.

General Competencies (behaviours) and attributes

<p>Alignment to Core Values</p>	<ul style="list-style-type: none"> • Personal alignment to the vision, mission and core values of SST reflect through a personal faith journey. • Demonstrate commitment to SST core values of Faith/Growth/Respect/Relationship/Service Effectiveness through respect for and ability to work within the SST mission, principles and Christian ethos. • Ability to promote a work culture based on Christian values and encourage where appropriate the Christian faith journey of all staff and Tangata Whaiora/Consumers.
<p>Teamwork</p>	<ul style="list-style-type: none"> • Strong commitment to working with peer support team to achieve outcomes • Maintains healthy relationships in teams that positively influence Tangata Whaiora/Consumers and organisational culture; especially with respect to handling conflict; aware of differences in personalities and the importance of positive relationships to achieve outcomes • Aligns with team's values and composition; aware of own strengths and how they affect other people in the team • Works collaboratively to motivate others and has the willingness and flexibility to assist others in the team • Ability to delegate tasks whilst maintaining responsibility for the final result • Demonstrates professional & pastoral support for staff.
<p>Work Progress</p>	<ul style="list-style-type: none"> • Good time management and ability to self-direct, manage and set priorities • Can implement own and others' ideas • Committed to Quality Improvement • Ability to cope under pressure and manage competing demands to achieve outcomes.
<p>Communication</p>	<ul style="list-style-type: none"> • Develops rapport easily; addresses issues positively; competent in verbal and written communication. • Able to discuss strategic and sensitive issues. • Shares Knowledge. • Communication – strategically uses communication to produce enthusiasm and foster an atmosphere of open exchange and support. • Excellent and accurate numeric, written and oral communication.

<p>Adaptability</p>	<ul style="list-style-type: none"> • Is aware of changes in service delivery needs from funder and adjusts strategies to reach a result. • Has a professionally developed intuition around Tangata Whaiora/Consumers, their needs and life context. • Problem solver – assesses situations, decides on a course of action and implements this.
<p>Personality</p>	<ul style="list-style-type: none"> • Able to connect authentically on your peers' level and with regard to their worldview • Self-motivated and energetic with a conscientious attitude • Attitude – Compassionate and Caring/Honest/Optimistic/Professional/Resilient • Flexibility to develop and change to meet changing service's needs • Tact/Discretion/Confidentiality • Excellent ability to problem solve • Good health and fitness • Proactively manages personal wellness, stress and maintains own wellbeing • Sense of humour.