



# Senior Peer Support Specialist

*Position Description*

# About Pathways and the Wise Group

At Pathways, we provide community-based mental health and wellbeing services throughout New Zealand. We support people to live well and be part of the communities of their choice by providing a range of support services around practical daily living, leading a healthy life, employment and housing.

Pathways was established in 1989, introducing a new model of care to the mental health sector. Today, with our inspirational dream of 'transforming mental health and addictions through fostering strong, compassionate, self-supporting communities', we're continuing to lead, innovate and pioneer new ways of working.

We believe everyone can recover and we're here to do everything we can to support them in their recovery. Our spirit of 'whatever it takes' is not just a slogan on the wall for us, our employees live this spirit every day.

While mental health is our priority, total wellbeing is our goal. We're all about hope and respect and providing personalised support that changes as people's needs change. We are committed to working in a trauma informed way, recognising the impact trauma may have had on people and working with them to build their resilience and protective factors.

Join us on our journey of helping people live a life they love.

## The Wise Group

Pathways is part of the Wise Group, one of the largest non-government providers in New Zealand. The Wise Group is a family of charitable entities, all linked by a common dream – to create fresh possibilities and services for the wellbeing of people, organisations and communities.

Being part of the Wise Group gives Pathways access to a wealth of resources and support, both from our shared business infrastructure services and from other entities in the group.

## Senior Peer Support Specialist

**Reports to:** Team Coach

**Location:**

**Purpose:** Provide exceptional support to the operational management of Pathways, support people using Pathways' service, support growth of capacity and capability of Peer Support Specialist within Pathways, and develop and maintain relationships with multidisciplinary teams and external agencies to contribute to the ongoing success of Pathways and the services offered by Pathways. The purpose of the Peer Support Specialist position is to provide individualised support with the goal of engagement, modelling hope for recovery and encouraging self-awareness about what works for the person.

**Relationships (Internal):** Pathways employees, Wise Group employees

**Relationships External:** People using services and their families/whanau and support people DHBs, other key stakeholders, external suppliers, government and community agencies



## Inspirational Dream

Transforming mental health and addictions through fostering strong, compassionate, self-supporting communities

June 2017

**Spirit**  
*Whatever it takes*

## Focus

What do you need today?

## Greatest Imaginable Challenge

Live, breathe and share trauma informed care



## Attributes

Courageous	Curious	Connectors
Trustworthy	Optimistic	Joyful
Compassionate	Creative	Tenacious

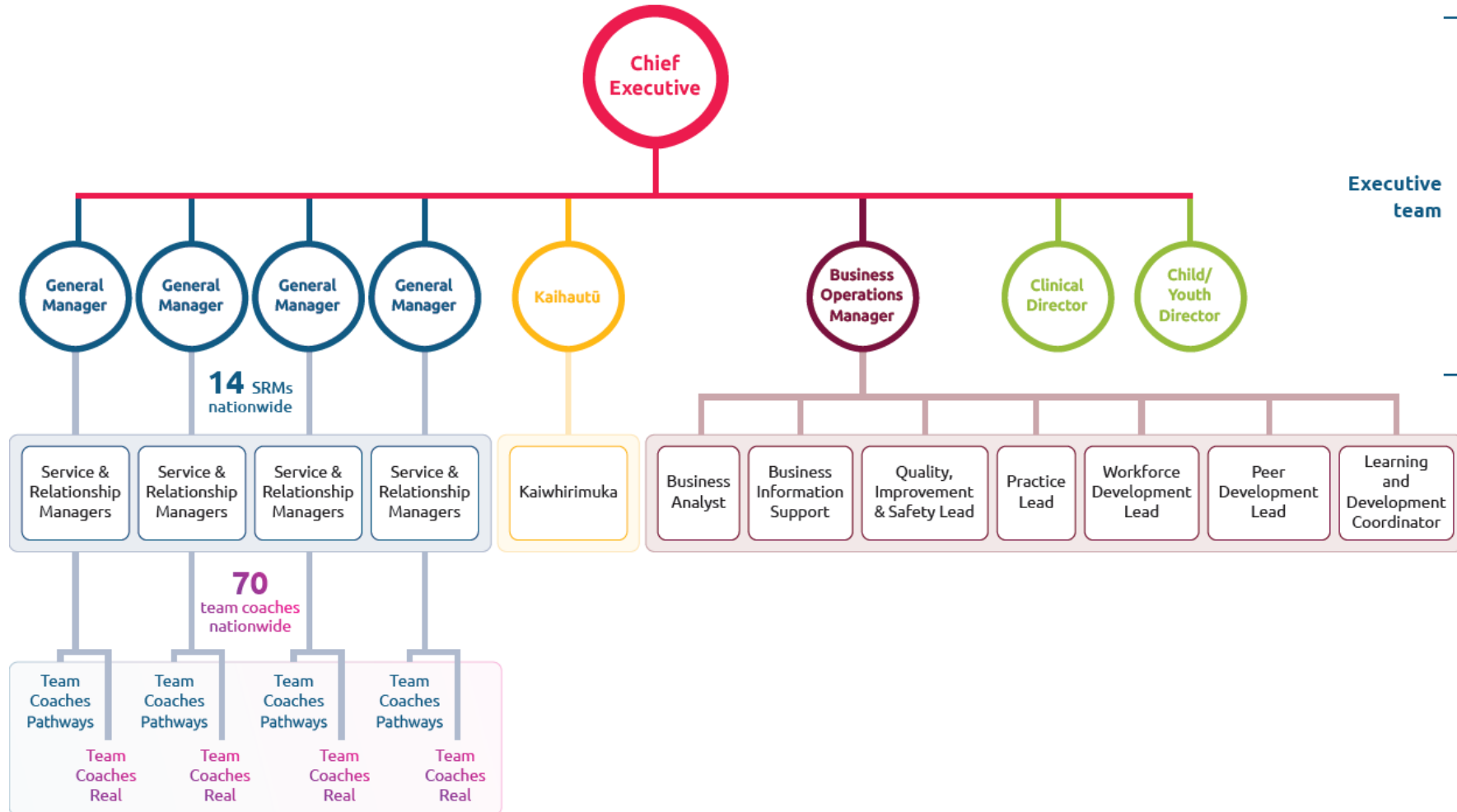
## Beliefs

- At our heart is helping everyone we support to have somewhere to live, something to do, someone to love and something to hope for
- Mental health and addictions is our priority, total wellbeing is our goal
- Through partnerships and participation we are culturally enriched
- Lived experience enhances who we are and how we can help
- Strong, connected, compassionate communities build resilience
- Whānau, family and friends matter
- Our staff are our greatest asset
- People can heal from trauma
- Stories connect us
- Through diversity, comes strength





# Pathways organisational structure



# Requirements of the position

Focus	Activities	Outcomes
<b>Operational Management</b>	<ul style="list-style-type: none"> <li>Oversee daily routines, ensuring employees are aware of the requirements for the day, and are appropriately assigned shared responsibility</li> <li>Confirm timesheets are completed correctly, checked against the roster and reflect actual hours worked by individual employees</li> <li>Collate timesheets and deliver to the Team Coach for signing prior to being required at admin</li> <li>Develop and maintain collaborative, communicative relationships with external services</li> <li>Ensure medication is managed in accordance with up-to-date Pathways policies and any medication errors are promptly brought to the attention of the Team Coach</li> <li>Ensure standard operational matters in regards to external agencies are dealt with in a professional and timely manner. Any complex issues are dealt with in conjunction with the Team Coach</li> <li>Undertake tasks as appropriately delegated by the Team Coach</li> </ul>	<ul style="list-style-type: none"> <li>Staff time sheets are collated correctly and timely submitted to the Team Coach for authorisation</li> </ul> <p>People using Pathways' service are well catered for in a safe and effective manner</p>
<b>Peer Support Workforce Development</b>	<ul style="list-style-type: none"> <li>Determine, document and record PSS practice approaches and principles and innovations.</li> <li>Communicate these with other Pathways employees and collaborative partners through participation in presentations, literature presentations and mental health inter-sectoral initiatives.</li> <li>Encourage, Pathways PSS to take responsibility for, and work in keeping with, best practice standards for their own well-being and the safety of others</li> <li>Involvement in inter-sectoral collaborative projects that relate to the development of the PSS workforce.</li> </ul>	<ul style="list-style-type: none"> <li>Best practice standards are documented and shared</li> <li>Contribution is made to relevant projects and initiatives locally, regionally or nationally.</li> <li>Contribution is made to increasing PSS profile through publication and/or conference presentation.</li> </ul>

## Supporting recovery and wellness

- Actively involve people using Pathways' service in planning and goal setting to ensure all plans reflect the individual goals and preferences of individuals.
  - Encourage and support people using Pathways' service to access and participate in community activities and resources, educational opportunities, vocational activities and work experience opportunities
  - Ensure all health problems relating to people using Pathways' service are quickly identified and appropriate actions are taken
  - Encourage healthy lifestyles, including good nutrition, regular exercise and smoking reduction and support people to implement and sustain this approach
  - Provide effective support relative to people's individual desires and needs.
  - Be a positive role model, using own life stories, to ensure people become more active participants in their own recovery.
  - Provide direct peer support to people using Pathways services, including:
    - connecting with people and sharing own personal experience of recovery in a way that inspires hope, motivation, self-determination and empowerment
    - assisting people to identify what works best for them, and exploring ways they can become more active participants in their own recovery process
    - supporting people to believe in themselves and to maintain that self-belief
    - teaching people self-advocacy
  - Assisting people with wellness recovery action planning (WRAP) including the goal planning
  - Process and documenting their own progress of that plan.
  - Implement Crisis Prevention Intervention techniques as required
- People using Pathways' service benefit from contact with Pathways, with positive and sustainable outcomes.
  - People who are experiencing distress and whose usual wellness tools are not working are supported in relation to their safety, including regaining control of their lives and health
  - People find ways to "unwind" and lower their levels of stress
  - People undertake activities and therapies that are helpful in supporting recovery and in self-calming.

<p><b>Communication and Relationship building</b></p>	<ul style="list-style-type: none"> <li>• Develop and maintain professional relationships with all key external agencies and stakeholders, to provide an accurate and comprehensive understanding of Pathways role and responsibilities</li> <li>• Ensure Pathways service is provided in cooperation with other service providers</li> <li>• Ensure Pathways employees are proactive in communicating with others</li> <li>• Access advice from and/or facilitate referral to specialist services when required, ensuring people using Pathways' service receive support based on sound practice</li> <li>• Participate in public education and advocacy ensuring Pathways is professionally represented to external organisations</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure people using Pathways' service are supported to engage with specialist services, e.g. behavioural support team, clinical psychologist etc</li> </ul>
<p><b>Quality Matters</b></p>	<ul style="list-style-type: none"> <li>• Ensure all accommodation is maintained to an acceptable standard</li> <li>• Ensure vehicles are maintained and utilised in accordance with Pathways policy and quality standards</li> <li>• Ensure service provided is in alignment with the principles of the Treaty of Waitangi, and delivered in a culturally sensitive manner</li> <li>• Facilitate and support family participation, so family/whanau feel involved, informed, valued and welcomed</li> <li>• Demonstrate a thorough understanding of Pathways Quality system, collective employment agreement, general policy document and other relevant legislation such as Health and Disability Commissioner Act, Residential Tenancy Act, Privacy Act, Human Rights Act, and Mental Health Act etc</li> </ul>	<ul style="list-style-type: none"> <li>• All Pathways property (including residential property, lawns and gardens, and vehicles) is maintained appropriately, cleaned as required and all maintenance and repair requirements are promptly actioned</li> <li>• Pathways continues to achieve positive results in internal and external audit processes</li> </ul>
<p><b>Be your very best</b></p>	<ul style="list-style-type: none"> <li>• Plan regular uninterrupted times to meet with the Service &amp; Relationship Manager to review your 90-day plan and seek feedback on performance</li> <li>• Actively develop personal leadership skills</li> <li>• Develop a learning and personal development plan with your manager and implement this plan as agreed</li> </ul>	<ul style="list-style-type: none"> <li>• You are well prepared for any forums and meetings, sharing what's working and what's not and bringing solutions for improvement.</li> </ul>

	<ul style="list-style-type: none"> <li>• Share knowledge gained from professional development experiences</li> <li>• Work in a culturally safe and respectful manner incorporating the principles of the Treaty of Waitangi and be mindful of the cultural diversity of the community.</li> <li>• Role model a healthy lifestyle.</li> </ul>	<ul style="list-style-type: none"> <li>• Your skills are current and your innate curiosity means that you are always seeking new learning opportunities</li> <li>• You demonstrate behaviour that is consistent with equitable practices.</li> <li>• Evidence of Treaty of Waitangi principles are reflected in everyday practice and future organisational planning</li> </ul>
<b>Think and Act as One</b>	<ul style="list-style-type: none"> <li>• Participate in creating a culture of think and act as one</li> <li>• Actively participate in and contribute to national leadership forums and regional meetings</li> <li>• Represent Pathways and the Wise Group in a professional manner at all times</li> <li>• Provide positive and effective participation and collaboration with other parts of the Wise Group in the achievement of challenges</li> <li>• Take responsibility for executing assigned tasks and projects in accordance with agreed performance standards</li> </ul>	<ul style="list-style-type: none"> <li>• The Wise Group based services feel connected to each other's work and each other</li> <li>• You are highly regarded for your contribution nationally within the organisation</li> <li>• The service continually repositions itself to meet perceived future need</li> <li>• Projects and tasks are completed within agreed timeframes to agreed standards</li> </ul>
<b>Be committed to safety and wellness in the workplace</b>	<ul style="list-style-type: none"> <li>• Take responsibility for personal wellbeing and health management within the workplace</li> <li>• Comply with legal obligations and safety and wellbeing policies and procedures</li> <li>• Role model excellent safety and wellbeing practices by reporting identified <b>workplace incidents, near misses and/or hazards</b> through the safety and wellbeing system as per Wise Group safety and wellbeing policy and procedure</li> <li>• Be committed to safety and wellbeing by following the Wise Group roles and responsibilities table (located on The Well).</li> </ul>	<ul style="list-style-type: none"> <li>• Work practices are safe for self and others</li> <li>• Policies and procedures are understood and followed as designed</li> <li>• All safety and wellbeing reportable events are accurately reported within specified timeframes</li> </ul>



# Accountabilities

<b>Authority</b>	<ul style="list-style-type: none"> <li>The role operates within practices and procedures covered by functional precedents and policies, and managerial direction.</li> <li>Financial delegation – Nil</li> </ul>
<b>Direct Reports</b>	<ul style="list-style-type: none"> <li>Nil</li> </ul>

# Know how

	<b>Essential</b>	<b>Preferred</b>
<b>Practical and technical knowledge</b>	<ul style="list-style-type: none"> <li>Peer Support Specialist Certificate</li> <li>WRAP at Work Planning and application of own WRAP plan</li> <li>Crisis Prevention Intervention training</li> <li>Completion of WRAP training</li> <li>Holds a New Zealand Certificate in Health and Wellbeing (NZCHW) or a recognised equivalent, or be currently studying towards this qualification or a recognised equivalent</li> <li>Peer support specialist practices, service models, philosophies and values</li> <li>Knowledge of the Code of Health and Disability Services Consumers' Rights</li> <li>An understanding of and commitment to the principles of recovery</li> <li>Knowledge and understanding of the Treaty of Waitangi</li> </ul>	<ul style="list-style-type: none"> <li>PPS Supervision training</li> <li>Supervision experience</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Administrative/computer experience</li> <li>Lived experience of mental illness</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of mental health and NGO sector development</li> </ul>