

POSITION DESCRIPTION



Position Title: Peer Worker – Suicide Prevention
Work Level: Operational
Reports To: Team Leader Peer Work
Direct Reports: Small team of Casual / Volunteer Peer Workers

Position Overview

ACON Health provides services to people living in NSW of diverse sexuality and gender (LGBTQ+) community, and to people living with HIV (PLHIV).

This position requires significant lived experience of diverse genders and sexualities, and recovery from mental health or suicidal crisis. This enables the provision of peer support and mentoring to people in our communities, who present to our service in a current suicidal crisis or following a recent suicide attempt. You will be required to use your experience openly, appropriately and effectively to build professional connections with the people you support. You will be providing support to people living throughout NSW face-to-face and via telehealth.

ACON can offer Peer Workers the opportunity of external peer supervision, professional development, staff meetings, networking with other peer workers within ACON and across the LGBTQ+ and mental health sectors, and other activities that promote skill-building and positive engagement as part of a team. This role may involve some travel across regional NSW to build referral pathways and promote the service. Be aware that this role will involve working with people who:

- ✓ Are part of the LGBTQ+ population, evidence demonstrates that many clients will be trans (binary and non-binary), bi+, queer and/or experience additional intersectionality's such as being gay and Aboriginal, a Sistergirl or Brotherboy, from Western Sydney or a regional community, or from a multicultural or multi-faith background.
- ✓ Are experiencing current suicidal thoughts or have recently made a suicide attempt.
- ✓ May be distressed.
- ✓ May have experienced trauma e.g., child abuse, history of violence.
- ✓ May be unpredictable or aggressive e.g., under influence of drugs or alcohol, episodic situations.

About Regional Community Care and Statewide Peer Work Services

The Peer Work Service team use their lived experience to guide the provision of peer navigation, peer support, mentoring and advocacy to trans community members and for suicide prevention. The team sits within and works closely with the broader ACON Client Services team to deliver trauma-informed, wholistic person-centred support to clients in NSW face-to-face in the ACON offices and via telehealth.

The Regional Community Care Teams are based in the Hunter and Northern Rivers offices. They provide services to people living with (PLHIV), affected by or at risk of HIV, and to sexuality and gender diverse people in NSW that are aged 18 or over, including:

- ✓ Up to 12 free one-hour counselling sessions over a period of up to 6 months, with no mental health plans required. Counselling is provided with a short-term solution focused framework where clients are encouraged to identify 1-3 goals.
- ✓ Care coordination of up to 6 months, depending on needs, to help people; access relevant healthcare and support services, increase their ability to manage their care and reduce social isolation.

Main Activities

- ✓ Provide peer support, mentoring and advocacy to your clients.
- ✓ Listen to and create opportunities and activities that meet the interests and goals of your clients.
- ✓ Support clients to strengthen their self-management skills through self-directed and shared learning experiences.
- ✓ Ensure that individual support is provided to help clients meet their recovery journey goals, using a strengths-based and client-led approach.
- ✓ Work collaboratively with the broader clinical, non-clinical and health promotion teams within ACON to ensure that the broad psycho-social support needs of clients are being met.

| | | |
|--|----------------------------------|----------|
| APPROVED: Acting Director of Regional Services | Peer Worker – Suicide Prevention | Oct 2024 |
|--|----------------------------------|----------|

POSITION DESCRIPTION



Main Activities (continued)

- ✓ Maintain timely client records by documenting client work in ACON's electronic client record management system.
- ✓ Collect required client data to enable reporting to funders and service evaluation, including demographics, client outcome and client experience data.
- ✓ Conduct outreach support (as required) following ACON policies and procedures – this could include attending appointments or conducting home visits with clients to provide advocacy and support.

General Activities

- ✓ Plan, schedule, deliver and evaluate team activities to achieve established goals and objectives in line with the ACON Business Plan and ACON's key strategic plans, including the *Reconciliation Action Plan*, *Multicultural Engagement Plan*, and *Trans Health Blueprint*.
- ✓ Administer, support, train and evaluate volunteer workers, while ensuring they are properly onboarded and documented in accordance with relevant ACON policy & procedures.
- ✓ Actively participate in, and contribute to an ongoing process of supervision, unit meetings, team meetings, general staff meetings, quality improvement and professional development strategies.
- ✓ Champion the development and sustained implementation of diversity and inclusion initiatives within the workplace, actively promoting a culture that respects, celebrates and cultivates differences among staff and volunteers.
- ✓ Perform other duties to assist with the work of the Division as requested by your supervisor (or designate) such as presenting to other service providers or ACON communities.
- ✓ This role may involve some travel across regional NSW to build referral pathways and promote the service.

Selection Criteria

Essential:

1. Significant lived experience of diverse genders and sexualities, and recovery from mental health or suicidal crisis.
2. At least 1-year of experience working or volunteering in the community in a mental health setting.
3. Ability to reflect intentionally and thoughtfully upon one's personal lived experience of mental ill-health, and an understanding of which elements are individual or structural, and which may be common to many people of diverse sexuality and gender.
4. A strong commitment to, and good understanding of, trauma-informed recovery-based practice.
5. Work independently and collaboratively as part of a team, reporting back regularly so progress can be supported.
6. Well-developed verbal and written communication skills and demonstrated experience using Microsoft Office.
7. Evidence of up-to-date recommended vaccinations to meet Department of Health requirements for the role.

Desirable:

1. Certificate IV in Mental Health Peer Work/equivalent qualification.
2. An understanding of the Australian LGBTQ+ mental health evidence-base.
3. Experience working collaboratively with allied health professionals.
4. Knowledge of mental health services and other community services in NSW.
5. Prior experience in a peer work role.
6. Current Australian driver's license.

Additional Information

This position is based in ACON's Bundjalung/Northern Rivers (Lismore) office.

| | | |
|--|----------------------------------|----------|
| APPROVED: Acting Director of Regional Services | Peer Worker – Suicide Prevention | Oct 2024 |
|--|----------------------------------|----------|