

## Peer Worker

May 2023

<b>Reporting to:</b>	Peer Work Team Leader
<b>Status:</b>	Permanent part-time role (3 x 7.5 hour shifts per week)
<b>Working hours:</b>	Service hours are: 1pm-9pm Monday - Thursday evenings, 10am-6pm Fridays (Eastern Standard Time)
<b>Salary range:</b>	Based on experience, starting at \$60,000 + super + salary packaging benefits (evening shift allowance applies)
<b>Location:</b>	Hybrid model (The ReachOut office is in Pymont, Sydney)

ReachOut is an inclusive workplace, committed to providing opportunities for people from diverse and often under-represented groups. We encourage applications from people of all ages, backgrounds, and identities. This includes but is not limited to people with living experience of mental health issues and/or recovery, Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, LGBTQIA+ and people with disability.

### About ReachOut

ReachOut is the leading online mental health service supporting young people during tough times.

We help young people feel better about today and the future, no matter what challenge they're facing. ReachOut provides a safe online place where young people can openly express themselves, explore what's happening in their lives, connect with people who understand their situation, and find the resources to help them manage their challenges now and in the future. Anonymous, free and 100% online, ReachOut has been designed specifically for – and with – young people.

From one-to-one support from experienced peer workers, to online forums, as well as tips, stories and resources, ReachOut offers a wide range of support options that allow young people to engage in the ways they want to, when they want to.

### About you and the role

ReachOut's new 1-1 Online Peer Support service provides an opportunity for young people aged 18-25 to connect with a trained Peer Worker via text chat in a safe, anonymous, online environment.

We are looking for a Peer Worker to join the team. You might not have a wealth of prior experience, but you are willing to learn, develop new skills, and support young people from various backgrounds to feel better via online 1:1 chat. Drawing on your lived experience of mental health issues and recovery, you will provide peer support to young people, as well as maintain necessary service records. You will work with the Peer Work Team Leader to contribute to the development of peer work resources and a resource database for content and service referrals, as well as contributing to service development initiatives.

The Peer Worker is managed by the Peer Work Team Leader and will work collaboratively within a close-knit team. You will receive induction training, ongoing professional development opportunities and peer supervision.

## Key Responsibilities

### Service Delivery

- Provide 1 to 1 anonymous peer support via text-based chat to young people.
- Draw upon your own lived experience to promote hope and recovery.
- Demonstrate and promote person-centred, strengths-based, trauma-informed, and recovery-oriented approaches.
- Develop positive relationships with young people that respect boundaries.
- Encourage goal setting and support the development and review of support plans.
- Work effectively in a team environment and contribute to a positive team dynamic

### Duty of Care

- Follow ReachOut's duty of care policies and procedures to respond to, and escalate any risk appropriately
- Support young people to manage their safety, including those disclosing self-harm and thoughts of suicide
- Participate in individual and group peer supervision.

### Service Development

- Provide feedback to help develop and refine the service.
- Participate in digital user testing opportunities.
- Contribute to the development of the peer worker resources.

### Organisational

- Advocate for the importance of peer support and lived experience and contribute to the development of a Lived Experience Workforce Blueprint for ReachOut.
- Participate in informal and formal staff meetings and planned meetings.
- Demonstrate and uphold ReachOut's values

## Main relationships

With	Purpose
Senior Manager Support Services	Provides overall service management, professional development planning, service development
Peer Work Team Leader	Provides line management, mentoring, shift supervision and debriefs with the Peer Work team
Peer Work Team	Participate as a positive and contributing team member.
Online Community Team	Collaborate to ensure a consistent approach to service delivery and to ensure a cohesive service offering for users.

Product & Technology Team	Collaborate on the ongoing development of the 1:1 Peer Support service.
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**To be successful in the role, you need:**

- Personal lived experience of mental health challenges and recovery as a young person.
- Qualifications or relevant experience in one or more of the following areas: peer work, mental health, youth work, safe storytelling, community services, or similar.
- Ability to meaningfully and purposefully use lived experience to support others.
- An understanding of Duty of Care principles, strengths-based, trauma-informed, and recovery-oriented practices.
- Understanding of assessing and responding to levels of risk and harm.
- Excellent computer skills and a familiarity with online environments.
- Excellent online and offline communication skills.
- Experience practising clear boundaries and self-care.
- Proven ability to help problem-solve effectively, engage, and work creatively.
- Proven ability to work effectively both individually and within a team.

**We also think it would be useful to have:**

- Experience working as a Peer Worker in a mental health setting.
- Experience in online/chat-based service delivery