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| <b>Position Title</b>    | <b>Bicultural Peer Support Worker (Specialist Mental Health Service for CALD communities)</b> |
| <b>Reporting To</b>      | Clinical Lead   |
| <b>Employment Status</b> | Part time (0.5 FTE)   |
| <b>Classification</b>    | Social, Community, Home Care and Disability Services Industry Award 2010 – Level 3/4          |
| <b>Direct Reports</b>    | Not applicable  |
| <b>Date</b>              | April 2023  |

### PROGRAM OVERVIEW

Survivors of Torture and Trauma Assistance and Rehabilitation Service (STTARS) is a community-based, non-government, not for profit organisation established in 1991. STTARS provides counselling and other services to refugees and asylum seekers who have experienced torture and trauma arising from their experiences.

STTARS is a member of the Forum of Australian Services for Survivors of Torture and Trauma.

The specialist mental health service for culturally and linguistically diverse communities is a new service to be delivered by STTARS. It will be a flexible and culturally responsive service aimed at improving the mental health of adults from diverse communities. The primary focus will be providing mental health information and supporting individuals to navigate and access mental health services. The program will also deliver low intensity therapy to individuals and groups and clinical care coordination to eligible individuals.

### POSITION OVERVIEW

#### *Key Responsibilities*

The Bicultural Peer Support Worker will be responsible for:

- Coordinating and carrying out office administrative tasks including answering calls, mail, and providing an accessible, welcoming and culturally safe 'front of house' service.
- Providing individual support to people accessing the service including support to identify and develop personal goals for recovery and support to identify other needs (housing, financial coaching, counselling).
- Providing information about mental health and support to access appropriate services.
- Accompanying individuals to appointments (if required) in an advocacy/representative capacity.

## Position Description

- Working with interpreters to ensure information is communicated effectively to clients and their families and carers.
- Supporting intake and assessment processes through providing personal support, cultural information and assistance as needed.
- Collaborating with the Mental Health Counsellor and Clinical Lead to provide low intensity mental health therapy to individuals and groups.
- Actively seeking and developing relationships with target communities and relevant Lived Experience networks.
- Fostering and maintaining relationships with external stakeholders to ensure effective communication with partners and clear referral pathways.
- Maintaining client records by documenting work with clients in STTARS electronic client record management system.
- Collecting required client data to enable quality service delivery, reporting and service evaluation.

### ***Organisational Accountabilities***

- Act always in accordance with STTARS code of conduct.
- Work in accordance with STTARS policies and procedures, including adhering to policies on privacy and confidentiality and records management.
- Work as a team member with a highly professional and collaborative approach to clients.
- Follow safe work practices for self and others and comply with STTARS work health and safety policies and procedures.
- Ensure risks are identified, reported, documented, and appropriately managed in accordance with STTARS policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating STTARS core values.
- Actively engage in professional development opportunities and embrace learning opportunities including supervision, training, conferences and special purpose meetings.
- Take an active role in promoting and generating quality improvement processes within your area of responsibility and more generally across the organisation.
- Have a commitment to promoting a diverse and inclusive environment for all staff, clients, and carers.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed.

### HOURS AND PLACE OF WORK

The position is part time and will be based in STTARS' Salisbury office. There may be a need, on occasion, for evening/weekend work (penalty rates would apply).

### SELECTION CRITERIA

#### Minimum requirements

The applicant must:

- hold a valid and current Working with Children Check
- hold a valid and current National Criminal History Check (Police check)
- be an Australian resident or hold a current Australian work permit (**note:** employees of STTARS are required to maintain their right to work in Australia for the duration of their employment and therefore must comply with all terms of any such grant of a right to work in Australia).

The applicant must have completed or be willing to complete while working a:

- Certificate IV in Mental Health; or
- Certificate IV in Mental Health Peer Work; or
- a mental health (or equivalent Human Services or Community Services) qualification of Certificate IV level or above.

#### Essential qualifications/experience:

- Personal or supporter (family/carer) lived experience of mental health issues.
- Experience accessing and navigating mental health services (psychologist, counselling, mental health service).
- At least two years relevant work experience involving customer service, administration and/or group/individual support (can be paid or voluntary)
- Lived experience/demonstrated knowledge of the challenges faced by people from a migrant, refugee or asylum seeker background.
- Bilingual in a language of one or more of STTARS' target groups (Arabic, Dari/Hazaragi, Nepali, Swahili, or French).

#### Desirable:

- An established network of peers or links with peer networks or support services

### Core Competencies

- Ability to work within a Human Rights Recovery Framework.
- Familiarity with lived experience values and principles.
- Self-awareness and maturity.
- Demonstrated ability to implement self-care.
- Ability to use lived experience in a therapeutic and supportive way.
- Ability to communicate with diverse people and stakeholders.
- Ability to work with empathy, respect, integrity and understanding.
- Ability to develop respectful professional relationships with stakeholders.
- Ability to work collaboratively within a team.
- Ability to effectively organize your time, prioritise tasks, and meet deadlines.
- Ability to self-reflect and review work practices to ensure continuous improvement.
- Ability to manage client data files and maintain client information within data management systems.
- Ability to use Microsoft Office (Word, Excel, PowerPoint and Outlook).

### Desirable Selection Criteria

- Demonstrated experience working with interpreters.
- Provide evidence of COVID-19 vaccinations.

### Reporting and supervision

This position reports to the Clinical Lead.

### ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your agreement below, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.

### Bi-cultural Peer Support Worker

Name: \_\_\_\_\_

Signature: \_\_\_\_\_



## Position Description

Date: \_\_\_\_\_

**Witness**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_