



Position Description

Position Title	Peer Support Worker (Connecting2community)
Division / Team	Client Services / Mental Health Services
Reports to	Lived Experience Lead
Agreement / Award	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Classification	Dependent on skills and experience
EFT / Term	As per contract of employment
Work Location	As per contract of employment
Date Approved	March 2026

About Ballarat Community Health	Ballarat Community Health (BCH) provides a wide range of community health and wellbeing services across Ballarat and Western Victoria. We are passionate about improving the health and wellbeing of the communities we support and addressing health and social inequality. We strive for safe, effective, connected, person centred quality services, and advocate to improve systems to bring about positive outcomes for the broader community. Our work is guided by our core values. These values inform how we work with each other, the partnerships we develop, as well as how we collaborate with and support our community. At BCH we believe our people are our greatest asset. We know that developing and retaining a skilled workforce is fundamental to our success. We are committed to nurturing an inclusive, capable and diverse workforce, and creating environments where our people thrive and excel.
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Our Purpose	Creating healthy communities through the provision of accessible, affordable and quality health and wellbeing services.
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Our Leading Principles	Address health inequity and inequality Improve the health and wellbeing of our community Have impact and be sustainable
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Values	Respect Valuing other points of view and treating people with respect	Integrity Acting with sincerity and honesty	Courage Strength in the face of challenges
	Resilience The ability to be strong in adversity, and bounce back with renewed hope	Responsibility Being reliable and accountable to others	Optimism Focusing on potential and abilities

Diversity Statement	Ballarat Community Health recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural, and linguistic backgrounds, and financial status.
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Position Summary	BCH is the lead agency and partners with Grampians Community Health to deliver West Vic PHN funded commonwealth community mental health programs in Central Highlands/Ballarat Goldfields and the Wimmera. BCH is committed to developing the peer workforce in mental health and actioning co-design with our clients. This approach is underpinned by the mindset
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that people are experts in their own lives and should have the opportunity to play an active role in decisions that shape their lives. We also believe that by involving people with lived experience in the identification of challenges and development of solutions dramatically increases the chances of solutions making a difference.

Connecting2community is a co-designed model of psychosocial support delivered by qualified peer workers supported by and connected to an established multidisciplinary team of mental health clinicians led by the Lived Experience Lead. The Connecting2community model enables clients to identify goals and their assigned peer worker can link the client to relevant services and activities in the community, including neighbourhood centres. These goals may relate to social skills and friendships, managing daily living, budgeting skills, finding or maintaining a home, volunteering, education, physical health and building confidence and resilience. The model provides a time-limited intervention and is underpinned by the promotion of recovery and client choice and control. Eligible clients are people with a mental illness who are not eligible for the NDIS or are waiting for an access decision and their NDIS plan to begin.

The Peer Support Worker is an integral member of the BCH community mental health support team and will draw on their lived experience of recovery from mental illness, to inspire confidence and hope in others about the journey of recovery.

The role of Peer Support Worker is an important element of the team's approach and brings the wisdom of experience to many aspects of service delivery including intake, service promotion, group programs and case conferences. By role-modelling through their own lived experience, the Peer Support Worker instils hope and encourages clients to take responsibility for their own journey towards health and wellbeing.

Principal Areas of Responsibility

- Provide a supportive access point for potential new participants to explain the benefits of engaging with the community mental health programs
 - Engage clients and develop trusting and professional relationships that respect worker/client boundaries
 - Seek to learn about the clients' interests, their connections with family and friends, and work with the client in building their capability to be part of their community utilising the Connecting2community model.
 - Provide coaching support to clients by constructively applying lessons learnt through your own lived experience, in order to motivate, challenge and inspire constructive behaviour change
 - Provide opportunities to discuss problem solving strategies, reflecting on helpful and unhelpful behaviours
 - Increase identified community groups and service providers to provide a welcoming and respectful environment to clients wanting to connect
 - Work from a strengths-based framework that encourages client self-efficacy and increased independence
 - Contribute to provision of groups for the client group in the community
 - Cooperate closely with team members in order to ensure continuity of care for clients
 - Actively participate in reflective practice and skill development through team meetings, service planning sessions, supervision and professional development activities
 - Contribute to the further development of best practice, client-centred care and co-design practice by informing evaluations and consultations with clients and carers
 - Collect, collate and maintain data for performance reporting requirements
With team members, collect and maintain up-to-date information on community resources
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Scope	• To follow leadership and management direction and seek advice on all matters outside usual scope of practice. • Practice in a manner consistent with the requirements of the relevant professional registration requirements and relevant registration board • Continuing education to keep abreast of changes • Mental Health workers will work within a strengths based, recovery focused framework • Mental Health workers will be guided by the National Standards for Mental Health Services
Organisational Responsibilities	• Be aware of and perform all duties in accordance with the organisation's stated policies and procedures • Understand practice frameworks relating to the Multi Agency Risk Assessment and Management (MARAM) framework and Information Sharing Schemes • Establish and maintain cooperative working relationships with staff and always ensure alignment with the BCH values • Work within professional boundaries and relevant scope of practise at all times • Maintain relevant professional registration • Work cooperatively across the teams to provide a comprehensive coordinated health promotion service • Attend approved professional development sessions and keep up to date with current developments, theories and practises in the field • Participate in compulsory BCH training programs • Ensure that client and staff confidentiality is respected and upheld at all times • Attend and actively participate in meetings as required • Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values • Participate in performance development plans and supervision • Participate in the organisation's continuous quality improvement programs and activities
Qualification requirements	• Minimum: Certificate IV in Mental Health (non-clinical) or equivalent health and community services qualification • Desirable: Certificate IV in Alcohol and other drugs
Key Selection Criteria	1. Experience: • A lived experience of mental illness, mental health treatment and demonstrated experience of recovery • Identifying as a diverse member of our community; as either an Aboriginal or Torres Strait Islander, be Culturally or Linguistically diverse, identify as LGBTIQ+, or have a diagnosis of neurodiversity • Practical skills in facilitating groups, including the ability to prioritise different needs within a group Desirable: • Previous experience as a mental health peer worker or similar role 2. Interpersonal Skills: • Proven ability to provide excellent service to client, staff, and general community members • Effective oral and verbal communication skills, including the ability to show empathy and patience towards clients and staff, speak clearly, listen, and consult with others, and adapt communication style to meet the needs of others • Demonstrated ability to engage a diverse range of people using a non-judgemental approach

- Ability to establish respectful professional relationships that have clear boundaries with clients, staff and partner organisations
- Ability to work as part of a multi-disciplinary team

3. Written Communication:

- Strong written communication which are clear and concise

4. Computer Skills:

- Strong knowledge of and ability to use the Microsoft Office Suite and Windows based programs and database management systems

5. Organisational Skills:

- Ability to prioritise workloads and conflicting tasks and manage deadlines
- Proven ability to use initiative to solve problems
- High attention to detail

6. Alignment with BCH values:

- Ability to align with the BCH values in all areas of work
- A demonstrated commitment to the principles of recovery and self-empowerment
- Resilience, including the ability to adapt and respond to change and cope with challenges

Conditions of Employment and other relevant information

- The successful applicant will be required to maintain a current driver's licence.
- BCH strongly supports Equal Opportunity and Access to Services, and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation.
- The successful applicant will be required to undertake a police records check. Appointment is subject to the outcome of this check.
- The successful applicant will be required to obtain and maintain a valid employment Working with Children Check whilst employed in this position.
- The successful applicant will be required to obtain and maintain a valid NDIS Worker Screening Check whilst employed in this position.
- Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
- BCH reserves the right to vary the location of the position according to the needs of BCH and its clients and any future changes to the BCH's areas of operation.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Salary sacrifice arrangements are available to all staff subject to BCH's ongoing Fringe Benefits Tax exempt status.