



POSITION DESCRIPTION

Position Title:	Peer Support Worker Kawartha Lakes Reach for Recovery		
Program Name:	Reach for Recovery	Position Class:	5
Reports To:	Program Manager-Peer Initiatives and Vocational Services	Location (Work Site):	Kawartha Lakes
Effective Date: July 25, 2016		Review Date:	

Position Summary:

Peer support is founded upon the principle that people who have life experiences in common have something to offer each other which cannot be provided by others. This approach assumes that individuals who have mental health lived expertise either personally or through loved ones can better understand and relate to individuals trying to deal with their mental illness and are in a unique position to offer assistance.

To provide a therapeutic, safe environment that promotes personal recovery with either structured or non-demanding psychosocial educational programming in a community setting focused on wellness and recovery.

Key Responsibilities

1. Peer Support

- Provides client services using the guidelines for the practice of peer support from the MHCC
- Promote positive and supportive attitudes toward people who have experienced mental health problems through support at the Kawartha Lakes Reach for Recovery Centre and community-based activities.
- Promote client strengths through the application of psychosocial rehabilitation principles
- Assist in the planning and implementation of services that promote social/recreational leisure activities



- Develop, promote and facilitate group programs and activities to empower clients to learn skills (ie, coping strategies) and build an informal natural social support system
- Work collaboratively with both internal (ie, Peer Outreach, Peer Support, Case Managers) and external (ie, Ross Memorial Hospital, Adult Protective Services) partners as appropriate
- Facilitate referrals as necessary to identified community resources
- Advocates and negotiates on behalf of clients, when necessary
- Provide clients with crisis intervention supports when necessary

2. Documentation

- Documents and maintains electronic client records (Intake and assessment forms, progress notes, correspondences, database files, etc.).
- Reports and maintains program-related statistical data
- Completes administrative tasks including: timesheets, expense reports, vacation requests
- Completes intakes and other required documents in program and agency policies and procedures and standards

3. Building Relationships in the Community

- Liaise with service providers, community partners etc.
- Develop and maintain effective working partnerships with community partners
- Participate in community outreach activities through the development of collaborative partnerships and through presentations, education and visits to community agencies and services as appropriate

4. Team Work and Collaboration

- Within the Reach for Recovery Center the peer support worker demonstrates strong interpersonal and collaborative skills.
- Works independently and as part of inter-disciplinary team as well as with community partners to provide seamless coordinated services where possible
- Actively participates in staff and team meetings
- Actively participates in community committees as required
- Contributes to the overall development and smooth functioning of the Reach for Recovery program and the agency through committee involvement



5. Performance Management and Professional Development

- Participate cooperatively in the agency performance management process/system
- Stay current on relevant legislation and best practices, current research, policies and procedures
- Participate in ongoing professional development and mandatory training
- Actively engage and participate in supervisory process

6. Health and Safety – Worker Responsibilities

- Work in compliance with the Occupational Health And Safety Act, applicable regulations and all organizational health and safety requirements and procedures to ensure the health and safety of clients, staff/colleagues, volunteers and students
- Actively participate in workplace, departmental and job-specific health and safety orientation, education and training
- Use or wear any equipment, protective devices or clothing required by the employer
- Operate any equipment and work in a way that does not endanger oneself or any other worker
- Comply with established policies, procedure and work practices regarding health and safety
- Identify and report workplace and job hazards, defects and contraventions of the Act to your supervisor or employer
- Report health and safety problems to your supervisor or employer
- Notify your supervisor if clarification of a policy, procedure or safe work practice is needed
- Use initiative to reduce risk and apply discretion to solve problems, within scope of authority
- Work co-operatively with co-worker, supervisor, JHSC members and others

7. Client Safety

- Adhere to CMHA HKPR client safety programs including verification and checking procedures as well as infection control and prevention procedures. Maintain open lines of communication with clients, family members, and fellow staff to maintain highest quality levels for client safety. Report client safety incidents and suggested improvements to manager or delegate.



8. Other duties as assigned

- Attend, participate in team/staff meetings, and all-staff meetings as required
- Participate in agency quality improvement activities, e.g. accreditation projects, committee work, special events, etc.
- Participate in quality improvement activities at the team/program level
- Participate in external committees as required
- Duties may change from time to time

Requirements of the Position:

A: Education and Training

To be eligible for this position successful completion of post-secondary education (diploma or degree) in the social/health science disciplines is required.

We recognize that mandatory training before hire is an asset, however, successful completion of the training applicable to this role shall be requirements for continued employment in this position: (only select those relevant to your position)

- WHMIS
- ASIST
- NVCi
- CRMS
- First Aid/CPR
- Safe Food Handling
- Back Care training

Assets with regard to this position:

- WRAP Level 2 certification
- GAM training
- PSAC Certification
- Formal Training or Education in; Motivational Interviewing, CBT informed, DBT informed, Solution focused Therapy informed, Trauma Informed, Concurrent Disorders

B: Related and Relevant Experience



Mandatory experience

- Lived expertise, either personally or through loved ones
- Minimum one year of experience working in the mental health sector

Preferred experience

- Group facilitation skills
- Excellent organizational skills; demonstrated ability to self-manage time and multiple tasks
- Excellent skills in communication, advocacy on behalf of clients, collaboration with inter-professional teams, consultation with professional colleagues and the community
- Strong oral and written communication skills
- Demonstrated knowledge of computer applications (Microsoft Outlook, Word, databases)
- Excellent interpersonal skills, flexible, and works effectively at an individual, program and system level



C: Competencies

Type of Competency	Level of Competency
Clinical	
Analytical Thinking and Decision Making	Intermediate/advanced
Client Management within the Community –	Intermediate/advanced
Client Supports	Intermediate/advanced
Commitment to Continuous Learning	Intermediate
Crisis Intervention	Intermediate/advanced
Documentation	Intermediate/advanced
Human Development	Basic/intermediate
Mental Health/Concurrent Disorder/Dual Diagnosis	Basic/intermediate
Pharmacology	Foundational/basic
Screening and Assessment	intermediate
Service Planning	Intermediate/advanced
Substance Use/Addictions	Basic/intermediate
Behavioural	
Adaptability and Flexibility	Intermediate/advanced
Collaboration	Intermediate/advanced
Communication	Intermediate/advanced
Diversity	Basic/intermediate
Ethics	Intermediate/advanced
Interpersonal	Intermediate/advanced
Professionalism	Intermediate/advanced
Teamwork and Multidisciplinary Approach	Intermediate/advanced
Functional	
Analysis and Problem Solving	Intermediate/advanced
Knowledge of Community Resources	Basic/intermediate
Organization and Planning	Intermediate/advanced
Record and Information Management	Intermediate/advanced
Technical Computer Skills	Intermediate
Cooking	Basic/Intermediate

D: Other

- Satisfactory police records search and vulnerable sector screening
- Satisfactory references



Working Conditions:

- Works mainly in a drop in centre and office setting with occasional community involvement
- Works directly with individuals living with serious mental illness and/or dual diagnosis and/or addictions, individuals who are experiencing emotional and/or mental health issues and are working towards recovery
- There are multiple competing demands which require time management skills, the ability to be flexible and to prioritize
- Works in a stressful environment where there are mental and emotional demands. There is a high volume of work as well as the unpredictable work, life-threatening situations for others such as instances of suicide.
- Some evenings may be required, weekend shifts

Approval/Revised Approval Dates:

Program Manager _____ Date _____

Program Director(s) _____ Date _____

Human Resources Manager _____ Date _____

I have read and understood the above position description.

Employee Signature

Date