



Position Description

Position Title:	Peer Support Worker		
Program Name:	Safe Beds	Position Classification:	4
Reports To:	Program Manager		
Effective Date: July 2016	Review Date: July 2017		

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 those who have not had life experiences.

This approach assumes that individuals with 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.

The Safe Bed Peer Support Worker is responsible for the support of individuals living with mental illness, crisis, trauma, and addictions, to improve the quality of their lives through the provision of client centered services and positive role modelling that support positive interdependence, self-care and recovery. This position resides within an integrated team of individuals who work closely together in a residential setting to provide crisis intervention, coping strategies, illness and medication management and education, and connections to community services.

Key Responsibilities

1. Mental Health Supports

- Promote client strengths through the application of psychosocial rehabilitation principles
- Promote positive and supportive attitudes towards people who have experienced mental health problems through peer support
- Engage in general conversation with each resident on a daily basis to assess client's well-being, discuss goals, issues or concerns
- Assist in the planning and implementation of services and supports that will positively impact a persons wellness and recovery



- Educate residents regarding coping skills and illness management
- Assist in the follow through of individual goal plans, crisis plans, and post stay plans with clients
- Assist clients in identifying and advocating for their human and legal rights
- Work collaboratively within the Crisis team using best practices

2. Residential and Client Supports

- Observe and report client activities to crisis safe beds workers
- Assist with the planning and implementation of services that promote life skills and social skills
- Assist staff in supporting clients requiring crisis intervention and support
- Assist individuals to access/navigate community resources and supports eg, O.W., housing services, utilities, shelters, food banks, etc.
- Provide coaching and skill teaching to clients within a residential setting
- Assist and encourage residents with A.D.L.s
- Responsible for all household duties including meal preparation, cooking, cleaning, grocery shopping, laundry, sanitizing bedrooms and washrooms, garbage disposal
- Responsible for assisting clients with personal hygiene products/skills, budgeting, obtaining identification such as health cards, housing, furniture, clothing etc.

3. Documentation

- Observe clients and comply with established documentation policies, procedure and work practices per C.M.H.A. policies
- C.R.M.S. and Daily Duty notes completed at the end of every shift
- Ensure documentation is accurately recorded in a timely manner
- Update client records, C.R.M.S., Communication Binder, Client binders, Goal Plans, Discharge plans, Length of Stay reviews, Correspondence, Release of Information Forms, and Safety Reports

4. Other Activities

- n/a

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 self 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 the supervisor or employer
- Report health and safety problems to the supervisor or employer
- Notify the 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-workers, supervisor, Joint Health and Safety Committee members and others

7. Client Safety

Adhere to C.M.H.A. H.K.P.R. client safety programs including program policies as well as infection control and prevention procedures. In partnership with clients, family members, and fellow staff, maintain open lines of communication to assist the organization in identifying and achieving quality outcomes 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

Completion of Secondary School Diploma or equivalent.

Successful completion of the following mandatory training applicable to this role shall be requirements for continued employment in this position:

- Health and Safety Training (including but not limited to the following):
 - Globally Harmonized System (previously W.H.M.I.S.)
 - Infection, Prevention & Control
 - Workplace Violence
 - Accessibility for Ontarians with Disabilities Act
- Applied Suicide Intervention Skills Training
- Non Violent Crisis Intervention
- Ontario Common Assessment of Need (O.C.A.N).
- Client Record Management System (C.R.M.S.)
- First Aid/Cardiac Pulmonary Resuscitation (C.P.R)
- Safe Food Handling

Assets with regard to this position:

- n/a

B. Related and Relevant Experience

Mandatory experience

- Minimum one year of experience of working in a mental health or residential setting
- Lived expertise related to mental health, either personally or through loved ones
- Excellent organizational and time management skills
- Excellent verbal 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
- Strong conflict resolution and crisis intervention abilities
- Sound judgment and decision making skills
- Strong observation and active listening abilities
- Flexible with demonstrated ability to work independently, as well as collaboratively with the Crisis team and management



Preferred experience

- Knowledge of mental illness
- Knowledge of Wellness Recovery Action Plan (W.R.A.P.)
- Intermediate to advanced minus proficiency in French is an asset

C. Competencies

Refer to C.M.H.A. H.K.P.R Competency Matrix

D. Other

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

Working Conditions:

- Work primarily in a residential/group home setting, in the community
- Work directly with individuals living with mental illness, Dual Diagnosis, acquired brain injury, Fetal Alcohol Spectrum Disorder (FASD) and/or concurrent disorder, who experience crises, instability and various levels of functioning, and who may be in conflict or are at risk of coming in conflict with the criminal justice system
- This program runs 24/7, 365 days a year. Shift work required – days, evenings and weekends, public and statutory holidays to meet program needs
- There are multiple competing demands which require time management skills, the ability to be flexible and to prioritize
- Work in a stressful environment where there are mental and emotional demands
- On occasion there is a high volume of work as well as the unpredictable
- Work environment may consist of noise, odors and/

Approval/Revised Approval Date:

Program Manager _____ Date _____

I have read and understood the above position description.

Employee Signature

Date