Position Description

Position title   **Peer Support Specialist**

Reporting to   **Crisis Café Team Lead**

Our context

Wellington City Mission (WCM) is a faith-based community organisation that has been supporting those in need in the Wellington region though the provision of social services since 1904.

Our vision

People and communities empowered, transformed and experiencing fullness of life.

Our values

Aroha / Love   Tūmanako / Hope

Whanaungatanga / Kinship   Manaakitanga / Generosity

Purpose of the role

The Peer Support Specialist is part of the Community Services Team. The Whakamaru community services team's purpose is to provide support for manuhiri and whānau presenting at Whakamaru.

The Peer Support Specialist's purpose is to provide individualised support to those presenting at Whakamaru in crisis or mental health distress. The Peer Support Specialist utilises their lived experience and journey to recovery to engage, provide hope, and encourage self-awareness.

Representative responsibilities and outcomes

Responsibility	Outcome
Recovery Coaching and Wellness Planning	
Positive Role Model	Own lived experience is used to support people becoming more active participants in their own recovery journey by demonstrating the peer competencies

Direct Peer Support	Individuals presenting in mental distress or crisis are immediately connected to a peer. Engagement with those in mental distress or crisis includes appropriate sharing of own experience in a way that inspires hope, motivation, self-determination, and empowerment
Safety Planning	All individuals presenting in mental distress or crisis have a safety plan that is developed in partnership with the Peer Support Worker. A follow up plan and strategy will be agreed on and communicated to the clinical lead/ team lead for execution.
Wellness Planning	Individuals will be supported to create a WRAP (Wellness Recovery Action Plan) where appropriate Individuals will be assisted to develop their own natural supports that will enable them to increase their success in the community. The needs of individuals are identified and met through wider WCM services and other appropriate organisations. Individuals are introduced to and connected to appropriate digital mental health tools.
De-escalation and Crisis Support	
Risk Assessing	All individuals presenting in mental distress or crisis are risk assessed to determine suitability for community-based support. Individuals identified as high risk are connected to the appropriate service (Crisis Resolution Services, Police, ED) in a trauma informed manner Clinical leads are informed of all high-risk presentations
De-escalation	All individuals presenting in mental distress or crisis will be supported to de-escalate through CPI techniques, anxiety management techniques, active listening or another appropriate supports
Self -Regulation Support	All individuals presenting in mental distress or crisis once de-escalated will have an opportunity to be guided through self-regulation techniques to support future self-management. Sensory items and sensory room will be effectively used to support self-regulation Previous successful supports will be utilised to encourage self-awareness and independence.
Communication and Relationship Building	
Partnership with Clinical Leads	Peer Support Specialists will have a strong, effective relationship with the WCM Clinical leads celebrating the unique skills each role brings to the service. Peer Support Specialists understand the wider environment in which Wellington City Mission operated and makes linkages to other areas as appropriate
Partnership with External Stakeholders	Peer Support Specialists will have a strong working relationship with external stakeholders including referrers

	into the service, specialist mental health services, emergency departments and police.
Strong Relationship with Individuals using the service.	Develop productive relationships with individuals presenting in mental distress or crisis utilising the peer values and peer competencies framework. Whānau and friends who are supporting an individual in crisis or mental distress to present at Whakamaru are supported and where appropriate included in safety planning, follow up plans and wellness plans.
Process improvement	
Look for and propose process improvements	Processes are effective and innovative. WCM demonstrates best practice. WCM resources are used to good effect.
Values and health and safety	
Demonstrate WCM's Kaupapa and values	All tasks and interactions are carried out in ways that are consistent with WCM's Kaupapa and values.
Comply with WCM's health and safety practices and processes	Hazards are identified and controlled in line with WCM's health and safety management. Incidents are reported promptly and according to WCM policy and practice. The position holder and those they work with are kept safe.

Person specification

Essential	Desirable
Qualifications	
	Peer Support Qualification
Knowledge and experience	
Lived Experience of Mental Distress and /or crisis presentations	An understanding of the Code of health and Disability Services Consumers Rights
Have demonstrated sustained recovery	An understanding of the mental health and addiction system within New Zealand
An understanding of and commitment to the principles of recovery	
Knowledge and understanding of Te Triti O Waitangi	
Attributes	
Empathetic	
Active Listener	
Curious	
Non- Judgemental	
Emotional Resilience	
Understanding of Boundaries and Self Care	
Problem Solving Skills	
Flexibility	

Key relationships

Inside WCM	Outside WCM
Clinical Leads	Peer Support Worker in ED
Team Lead	Crisis Resolution Services Team
Service Delivery Manager	Co Response Team
Kaitiaki team	Wellington Free Ambulance
Whakamaru Kaihautu	Police

Driver's licence

This position does not require the position holder to have a current car drivers' licence.

Place and hours of work.

The normal place of work is 4 Oxford Terrace, Mt Cook, Wellington. The position holder may be required to work elsewhere from time to time according to the needs of WCM. WCM may also vary the normal place of work as long as the variation is reasonable.

This is a full time position. Normal hours are 40hrs per week worked Thursday through Sunday 2:30pm – 7am unless otherwise agreed with WCM.

The peer competencies at a glance

CORE PEER COMPETENCIES

All workforce roles

1. Lived experience and peer values

2. Recovery, resilience and self-care

3. Professional development and boundaries

4. Communication

5. Family, whanau, culture and community diversity

6. Working within systems

7. Human rights approach and social justice.

SPECIFIC COMPETENCIES

Peer support workers

1. Mutual relationships

2. Purposeful approach

3. Peer support practices

Consumer advisors

1. Strategic viewpoint

2. Participation and leadership

3. Service improvement