

Towards Zero Suicides – Alternatives  
to Emergency Departments &  
Suicide Prevention Outreach Teams

# Guidance Material – Recruitment and support of Suicide Prevention Peer Workers



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The NSW Ministry for Health acknowledges the traditional custodians of the lands across NSW. We acknowledge that we live and work on Aboriginal lands. We pay our respects to Elders past and present and to all Aboriginal people.

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SHPN (MH) 200490  
ISBN 978-1-76081-454-0

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August 2020



This guidance material has been developed by the NSW Ministry of Health to assist local health districts and specialty health networks to recruit and support peer workers for the Towards Zero Suicides Alternatives to Emergency Departments and Suicide Prevention Outreach Teams initiatives.

This document should be read in conjunction with the guidance material developed for these two initiatives.

The funds for minimum staffing of these initiatives have been modelled as follows:

- Alternatives to ED: 2 FTE for peer workers; 1 FTE for service manager
- Suicide Prevention Outreach Teams: 2 FTE for peer workers; 2 FTE for clinical staff.

It is anticipated that for each peer worker FTE, more than one peer worker will be employed given the part time status of most peer work.

This guidance material consists of:

1. Policy settings for peer workers in Towards Zero Suicides
2. Recruitment of peer worker positions
3. Recommended training and education for peer workers and staff managing them
4. Recommended professional development and support for peer workers
5. Sample interview questions for peer workers
6. Sample position descriptions for peer workers.

## Policy settings for peer workers in Towards Zero Suicides

### A peer workforce for suicide prevention strongly integrated with current systems

These two initiatives will create 70 new FTE peer worker positions for the employment of people with lived experience of suicidal crisis and/or attempt in NSW.

Current mental health peer workers who have lived experience of suicidal crisis and/or attempt and wish to work in these positions will be highly encouraged to apply. The positions will be strongly integrated with the current governance, supervision,

networking and training arrangements for mental health peer work in NSW however due attention will be paid to the Suicide Prevention focus of the Towards Zero Suicides initiatives and the specific role of the peer worker positions in responding to people in suicidal crisis.

This approach is aligned with the overall governance arrangements for suicide prevention in NSW. The Mental Health Taskforce formally expanded its governance role in mental health to include suicide prevention with the advent of the *Strategic Framework for Suicide Prevention in NSW 2018-23* (the Framework). This has enabled a range of additional governance committees, planning and evaluation activities and services that are specific to suicide prevention to be developed while utilising the existing mental health governance arrangements.

Peer workers employed in the Towards Zero Suicides initiatives will be regarded as Suicide Prevention Peer Workers. That is, it is required they have a lived experience of a suicidal crisis or suicide attempt and will receive specific training and support to provide services to people at risk of suicide.

This reflects the primary focus on suicide prevention in the Towards Zero Suicides initiatives. It is also consistent with the terms of the supplementations provided to districts and networks that require funds to be expended only on their allocated suicide prevention initiative, and not merged into the general mental health system.

### Alignment with emerging state and national policy in peer work

Suicide prevention is a dynamic policy space with rapid developments frequently taking place at state and national levels. Primary Health Networks in Australia are increasingly referring to the mental health and suicide prevention peer workforce, in recognition of the recent expansion of suicide prevention services and greater focus on suicide prevention as a unique area of policy.<sup>1</sup>

A lived experience of suicide peer workforce is also emerging in Beyond Blue's The Way Back Support Service for people who have made a suicide attempt through a new trial in NSW and peer workforce development strategy with Roses in the Ocean, the national organisation for people with

1 [Peer Workforce Role in Mental Health and Suicide Prevention, Commonwealth Government & Primary Health Networks](#)

lived experience of suicide. National and state policy will continue to evolve as the peer workforce in suicide prevention develops further. The National Mental Health Commission has been tasked under the Fifth National Mental Health Plan to develop Australia's first National Peer Workforce Development Guidelines, with these due for completion in 2021.<sup>2</sup>

As of early 2020, NSW has invested more than any other jurisdiction in peer positions in suicide prevention services. This places NSW in a leading position to ensure this workforce is accountable to and responds effectively to the needs of people with lived experience of suicide and that policy is adapted to reflect the additional focus on suicide prevention at state and national levels.

### **Inclusion of peer work in local co-design processes for Towards Zero Suicides**

Both the Alternatives to Emergency Departments and Suicide Prevention Outreach Teams initiatives are the subject of local co-design processes. This follows initial statewide forums involving people with lived experience of suicide, suicide prevention organisations, district and network staff including mental health peer workers, researchers and other stakeholders, held in November 2019 and February 2020. Guidance documents for each initiative produced from stakeholder input at those forums are available. These guidance documents contain essential elements for further development through local co-design processes and provide scope for additional elements to be added and relevant local modification of services.

Both documents identify leadership by people with lived experience of suicide as essential for the services, in line with the guiding principles of the Framework. For both initiatives, co-design processes engaging local people with lived experience will be inclusive of the roles of peer workers in the services. The co-design approach for Towards Zero Suicides is a long term, iterative process throughout the implementation period out to June 2022. This approach is consistent with co-design methodology that prioritises continuous and regular review opportunities over short term design of static service models.

Additional annual forums at the state level and local re-design workshops will be held to review and modify services on an ongoing and iterative basis. The Suicide Prevention Peer Worker roles within the services will continue to be included in these processes, and will be revised as part of the co-design process informed by implementation and the feedback of people with lived experience of suicidal crisis and/or attempt and other stakeholders.

## **Recruitment for Suicide Prevention Peer Worker positions**

When planning the recruitment and on boarding process, there are a number of areas to consider. As with the emergence of any new workforce or program, strategies need to be developed to support planning and implementation.

For example, the literature has found it is important to clarify roles and job descriptions for peer workers and how they work as part of a team of non-peer staff and to develop organisational support strategies and approaches to training and supervision (Gillard et al. 2013; Mahlke et al. 2014).

These positions will be appointed in accordance with the NSW Health Education Officers (HEO) Award Graduate & Non-Graduate dependent on qualifications and experience. Under the award, candidates who possess formal qualifications at Cert IV or Diploma level in a relevant field (including the Certificate IV in Mental Health Peer Work) should commence at Year 2 of the Non-Graduate Award.<sup>3</sup>

Senior Peer Workers are to be graded at the Senior Health Education Officers Award (Graduate or Non-Graduate dependent on experience and qualifications).

Some key considerations during the local co-design phase for the initiatives may include:

- What are the existing attitudes within the district/network towards suicide prevention peer workers ?
- How will you support a stronger focus on risk formulation, safety planning, recovery oriented and trauma informed care?
- How will a non-clinical discipline be intergrated with/complement a clinically dominant system?

<sup>2</sup> [National Peer Workforce Development Guidelines](#)

<sup>3</sup> [http://www.health.nsw.gov.au/careers/conditions/Awards/dt\\_hsu\\_health\\_education\\_officers.pdf](http://www.health.nsw.gov.au/careers/conditions/Awards/dt_hsu_health_education_officers.pdf)

- How many Suicide Prevention Peer Workers will your organisation employ?
- How will the Suicide Prevention Peer Workers be integrated into existing governance structures?
- How will Suicide Prevention Peer Workers be linked with the broader suicide prevention sector, including local suicide prevention collaboratives?
- How will Suicide Prevention Peer Workers be integrated with the mental health peer workforce in the district/network, and the broader mental health service?
- Where will they be physically located?
- Who will line manage the Suicide Prevention Peer Workers?
- Who will provide their professional development and peer supervision?
- What other support will be required and who will provide it? e.g. information and education for staff on the Suicide Prevention Peer Workers role.
- How will they be oriented to the service and the work?
- How will Suicide Prevention Peer Workers support active risk management for people transferring between services?
- What meetings/processes they will be part of? How will Suicide Prevention Peer Workers and clinicians engage collaboratively in these processes?
- How will you involve Suicide Prevention Peer Workers in development of the role?

It is recommended that line managers receive training and support to implement a Suicide Prevention Peer Workforce (training courses are listed below). In addition, districts and networks may consider organising in-services by experienced Peer Workers already employed in the district/network to support teams to understand the role of peer workers and ways to work collaboratively as a multidisciplinary team.

The NSW Mental Health Commission's Peer Work Hub has a range of resources which can support the growth and implementation of a peer workforce: [www.peerworkhub.com.au](http://www.peerworkhub.com.au)

## Recommended training for staff employed in Towards Zero Suicides initiatives

Detailed below are the essential and recommended training requirements for staff employed in these two suicide prevention initiatives, including recommendations for peer workers. This is not intended to be an exhaustive list, but can be used as a guide in developing a training program for your district/network. It is not expected that all of the below training will be completed by staff employed in the service, however there is an expectation that all staff will receive specific suicide prevention training. Resourcing for training is included in the funding allocation for each initiative.

### Managers supervising Suicide Prevention Peer Workers

#### Essential training

- SafeSide Recovery-Oriented Suicide Prevention
  - in person and online
  - Developed by Dr Tony Pisani, SafeSide is a framework for suicide prevention that lifts our sights beyond merely 'keeping people safe' toward a vision of evidence-based care that is truly connected with a person's needs, experiences, and growth potential.
  - As part of the Towards Zero Suicides Zero Suicides in Care initiative, the Ministry of Health has purchased a three year licence for the NSW mental health system to access in person workshops and extensive online training and support via the SafeSide portal.
- All mandatory training for frontline mental health staff, including:
  - COPSETI for mental health clinicians learning pathway.

#### Recommended minimum training (essential if the manager is new to supervising peer workers)

- Mental Health in the Workplace – Mental Health Coordinating Council – 1 day
  - This is for workplace leaders who want to support mental health in their workforce. It explores management practices that promote good mental health and the legal requirements relating to mental health in the workplace.
- Management of Workers with Lived Experience – Mental Health Coordinating Council – 1 day
  - This training is for managers who support a peer workforce, building on the Mental Health in the Workplace 1 Day course.

## Suicide Prevention Peer Workers

**Essential training** (noting this training may be completed over a period of time)

- Completion of the Certificate IV Mental Health Peer Work (CHC43515) or successful completion of course within 12-18 months of commencing employment, including the elective CHCCS003 Increase the safety of individuals at risk of suicide. If the person already has this qualification but did not undertake CHCCS003, they should complete this module separately.
- Intentional Peer Support (IPS) Core Training – 5 days
- Voices of Insight – Roses in the Ocean – 2 days
  - Voices of Insight is for people with a lived experience of suicide who are interested and ready to safely and appropriately share their story.
- Suicide Prevention Peer Worker training – Roses in the Ocean – 3 days
- SafeSide (see above).
- All mandatory training for frontline mental health staff (see above).

### Recommended training

- Intentional Peer Support (IPS) Advanced Training – 3 days (highly recommended).
- Safe story telling – Mental Health Coordinating Council – 1 day.
- Purposeful storytelling – South Eastern Sydney Recovery and Wellbeing College – 1 day.

## Professional development and support for peer workers in suicide prevention

### Essential support

- Monthly individual peer supervision with an experienced peer worker (internal or external to the organisation dependent on local availability and workload of Senior Peer Workers in district/network).
- Opportunities for reflection with other suicide prevention peer workers and relevant external experts.
- Participation in statewide Community of Practice for the Towards Zero Suicides initiatives.
- Inclusion in existing mental health peer work governance and support structures, such as team meetings, forums, networks, group peer supervision etc.
- Inclusion in lived experience of suicide activities such as forums and other professional development.

## Sample interview questions for suicide prevention peer workers

Below are some sample interview questions that may be selected during the recruitment process. These are not intended to be exclusive or exhaustive, but can be used as a guide in developing the recruitment process. Questions may be customised further for the specific service. They will help to determine adaptability and assist in drawing upon their personal lived experience into a professional context.

### Sample interview questions for suicide prevention peer workers

- |    |   |
|----|---|
| 1. | What do you regard as the core skills and abilities for a peer worker in a suicide prevention service?  |
| 2. | Can you describe how you would meaningfully and purposefully use your personal lived experience of suicide to provide peer support to someone in crisis?  |
| 3. | Can you describe how you would work to identify the needs, strengths and goals of someone accessing the service in suicidal crisis?   |
| 4. | What are the guiding principles and values that peer workers should draw on in their work?  |
| 5. | This position involves supporting people who are presenting in suicidal crisis. Please describe some of the risks that may arise in this work and how you would manage them effectively?  |
| 6. | Can you please describe your understanding of safety planning and how you would support a person to complete a safety plan?   |
| 7. | This position will require working in a potentially high stress environment involving after hours and weekend work. Can you please describe how you would maintain your own health and wellbeing in this position and describe any support you expect to require from the organisation? |

## Alternatives to Emergency Departments service

### Sample Position Description for Suicide Prevention Peer Workers

A sample position description is provided below. This should be used as a guide only and local consideration to resources, support and local needs should be accommodated.

POSITION DESCRIPTION - Suicide Prevention Peer Worker - Alternatives to Emergency Departments service				
<b>Position Number:</b>	TBC			
<b>Position Title:</b>	Suicide Prevention Peer Worker			
<b>Cost Centre:</b>	Cost Centre	Code	%	
			100	
<b>Organisation Unit:</b>				
<b>Location:</b>				
<b>Facility:</b>				
<b>Award:</b>	Health Education Officer (Graduate / Non-Graduate) – rate dependent on qualifications and experience.			
<b>Classification:</b>	TBC			
<b>Registration/ Licence Requirements:</b>	Class C driver's license			
<b>Vaccination Category:</b>	A			
<b>EMPLOYMENT SCREENING CHECK</b>				
<b>National Criminal Record Check:</b>	Yes			
<b>Working With Children Background Check:</b>	Yes			
<b>Responsible To:</b>				
<b>Responsible For:</b>	<p>The Alternatives to Emergency Departments service will provide support and connections for people who present to the service in distress or experiencing suicidal crisis. It will provide a non-clinical alternative to an emergency department presentation or to remaining in emergency unnecessarily. The service aims to promote a no wrong door approach.</p> <p>For many people experiencing a suicidal crisis, emergency departments are the most immediately accessed or only form of support. However, busy emergency departments are not ideal locations for people who are in psychological distress.</p>			
<b>Purpose of Position:</b>	<p>The Alternatives to Emergency Departments service will provide people with appropriate and responsive care in a warm welcoming environment, nearby to emergency departments. Support will be provided by suicide prevention peer workers in a non-clinical environment.</p> <p>People can also be connected with a wide range of other community based services such as housing, relationship counselling or financial assistance, to help address the causes of their distress.</p> <p>Suicide Prevention Peer Workers in the service will provide person centred recovery-oriented and trauma-informed peer support. Support may include psychosocial support, safety planning, recovery/wellness planning, individual or group peer support, and advocacy. Suicide Prevention Peer Workers will take a collaborative approach to supporting people to identify and connect with the support they need and want.</p> <p>Peer workers may also be required to work from or liaise with emergency departments to ensure people in distress are successfully linked to the service and that emergency department staff have a high awareness of the service.</p> <p>Peer workers will deliver support that aligns with the principles of step up/step down care. This includes making connections to a range of community-based services for ongoing support if required (step down), or supporting people to determine if they require clinical intervention including emergency care and/or outreach teams for follow up (step up).</p> <p>The service will operate from xx to xx and after hours and weekend work will be a requirement of the role.</p>			

MAJOR DUTIES AND/OR RESPONSIBILITIES	
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>- Provide direct peer support to people at risk of suicide presenting to the service using lived experience of suicidal crisis and/or attempt to facilitate hope, promote social connection, and reduce isolation and loneliness.</li> <li>- Engage and work collaboratively with other members of the service including participating in systemic advocacy and quality improvement activities as appropriate.</li> <li>- Work with the community to ensure high awareness of the service and confidence in its capacity to deliver compassionate and responsive support to people at risk of suicide.</li> <li>- Work with emergency department staff to ensure high awareness of the service and that people presenting to emergency with suicidal thinking receive a compassionate response and rapid transfer to the service.</li> <li>- Support people to identify their need of ongoing support beyond the scope of the service and connect them to relevant services in the community that can address the cause of their distress.</li> <li>- Collect qualitative and quantitative data as required and support evaluation activities for the service</li> <li>- Other duties as required to manage the successful operation of the service.</li> <li>- Engage in ongoing professional development, including attending monthly individual co-reflection and group co-reflection, participating in statewide suicide prevention Communities of Practice, undertaking all mandatory training, and maintaining knowledge of relevant policy and regulatory documents.</li> <li>- Comply with the Code of Conduct and all NSW Health policies and procedures, including ensuring privacy and confidentiality at all times.</li> </ul> <p>Self-management responsibilities:</p> <ul style="list-style-type: none"> <li>- Provide support that aligns with person-centred, recovery-oriented and trauma-informed care.</li> <li>- Ensure boundaries are observed and a self care plan is developed and regularly maintained.</li> <li>- Be aware of own mental health and suicide risk and communicate with manager if reasonable workplace accommodations are required to support employment.</li> </ul>
<b>Challenges/ Problem Solving:</b>	<ol style="list-style-type: none"> <li>1. Work to establish respectful and positive relations with mental health service staff, people using the service, families, carers and friends and other key stakeholders.</li> <li>2. Actively promote the rights and responsibilities of people using the service at all times.</li> <li>3. Ensure that people using the service and other key stakeholders have access to and mechanisms for receiving and sharing information and participating in the evaluation of the service.</li> <li>4. Maintain and extend the knowledge and skill base of people using the service.</li> </ol>
<b>Communication:</b>	<p>The position is required to communicate with the following key internal and external stakeholders:</p> <p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>- People using the service</li> <li>- Families/carers/friends</li> <li>- Clinical and non-clinical staff</li> <li>- Emergency departments</li> <li>- Other peer workers in the district/network, including senior peer workers and peer work networks/team meetings.</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>- Suicide prevention services and local suicide prevention community collaboratives</li> <li>- Community managed organisations, primary health networks and service partners</li> <li>- State and national lived experience, suicide prevention and mental health organisations</li> <li>- Peer workers across other districts/networks.</li> </ul>



<b>Decision Making:</b>	<p>The position will be required to participate in the following decision making processes:</p> <ul style="list-style-type: none"> <li>- Workload allocation and management</li> <li>- Use professional judgement to connect people with more intensive supports including clinical services such as emergency departments and hospitals</li> <li>- Consultation with service managers, other peer workers and clinicians regarding peer work as required.</li> </ul>
<b>SELECTION CRITERIA</b>	
	<p><b>Essential Selection Criteria:</b></p> <ol style="list-style-type: none"> <li>1. Personal lived experience of a suicidal crisis and/or attempt, and ability to meaningfully and purposefully use lived experience of suicide to provide peer support to people at risk of suicide.</li> <li>2. Attainment of the Intentional Peer Support (IPS), and Certificate IV in Mental Health Peer Work (Consumer), or successful completion of Certificate IV in Mental Health Peer Work (Consumer) within 18 months of commencing position, including completion of CHCCCS003. Increase the safety of individuals at risk of suicide, and willingness to complete other essential training as soon as practical.</li> <li>3. Capacity to use person centred recovery-oriented and trauma-informed principles in providing support to people at risk of suicide.</li> <li>4. Understanding of the suicide prevention sector and ability to utilise appropriate suicide prevention support such as crisis response, safety planning and managing risk.</li> <li>5. Understanding of, and commitment to, recovery oriented services and lived experience involvement in service design, implementation and evaluation.</li> <li>6. Capacity to work collaboratively with people using the service, families/carers, colleagues, other NSW Health personnel and other stakeholders.</li> <li>7. Demonstrated effective negotiation, time management, and written and verbal communication skills.</li> <li>8. Excellent computing skills including ability to use Microsoft applications.</li> </ol> <p><b>Desirable Criteria:</b></p> <ol style="list-style-type: none"> <li>1. Experience working in community-based health or social support settings.</li> <li>2. Experience working in NSW Health services and awareness of relevant NSW Health policies and procedures.</li> </ol>
<b>Staffing:</b>	Nil
<b>Budget:</b>	Nil
<b>Financial Delegation:</b>	Nil

## Suicide Prevention Outreach Teams (SPOT)

### Sample Position Description for Peer Workers

A sample position description is provided below. This should be used as a guide only and local consideration to resources, support and local needs should be accommodated.

POSITION DESCRIPTION - Suicide Prevention Peer Worker - Suicide Prevention Outreach Team				
<b>Position Number:</b>	TBC			
<b>Position Title:</b>	Suicide Prevention Peer Worker			
<b>Cost Centre:</b>	Cost Centre	Code	%	
			100	
<b>Organisation Unit:</b>				
<b>Location:</b>				
<b>Facility:</b>				
<b>Award:</b>	Health Education Officer (Graduate/Non-Graduate) – rate dependent on qualifications and experience.			
<b>Classification:</b>	TBC			
<b>Registration/ Licence Requirements:</b>	Class C driver's license			
<b>Vaccination Category:</b>	A			
EMPLOYMENT SCREENING CHECK				
<b>National Criminal Record Check:</b>	Yes			
<b>Working With Children Background Check:</b>	Yes			
<b>Responsible To:</b>				
<b>Responsible For:</b>	The Suicide Prevention Outreach Team initiative will provide assertive mobile outreach and follow up support to people who are in or recovering from a suicidal crisis where they live their lives.			
<b>Purpose of Position:</b>	<p>The Suicide Prevention Outreach Team service provides rapid crisis response to people in suicidal distress, and facilitates contact with services and people who can provide further support and address the cause of their crisis.</p> <p>The Suicide Prevention Outreach Team Suicide Prevention Peer Workers will provide responsive recovery-oriented and trauma-informed peer support for people who are in crisis. Support may include crisis response, proactive follow up, psychosocial support, safety planning, recovery/wellness planning, individual peer support, advocacy, and collaborative identification of community supports.</p> <p>Suicide Prevention Peer workers will deliver support that aligns with the principles of step up/step down care. This includes making referrals to a range of community-based services for ongoing support if required (step down), or escalating concerns over consumer wellbeing to other acute or emergency services (step up).</p> <p>Non-clinical peer support drawing from lived experience of suicidal crisis and/or attempt is an integral part of the service and it is expected that Suicide Prevention Peer Workers will work as equal partners with clinicians in providing proactive community support for people at risk of suicide.</p> <p>The service will operate from xx to xx and after hours and weekend work will be a requirement of the role.</p>			

MAJOR DUTIES AND/OR RESPONSIBILITIES	
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>- Provide direct peer support to people at risk of suicide via rapid response mobile outreach using personal lived experience of suicidal crisis and/or attempt to facilitate hope, promote social connection, reduce isolation and loneliness.</li> <li>- Provide innovative and long term evidence-based proactive follow up including texting, social media, postcards and other strategies to ensure people at risk of suicide remain safe.</li> <li>- Engage and work collaboratively with other members of the Suicide Prevention Outreach Team including participating in systemic advocacy and quality improvement activities as appropriate.</li> <li>- Work with crisis services including help lines and contexts associated with high suicide risk including departure from custody, homelessness, financial distress, domestic and family violence, sexual assault, youth, Aboriginal, men's, LGBTIQ, legal aid and drug and alcohol services to ensure high awareness of the Suicide Prevention Outreach Teams and referrals into the service.</li> <li>- Support people to identify their need for ongoing support beyond the scope of the Suicide Prevention Outreach Teams and connect them to relevant services in the community that can address the cause of their distress.</li> <li>- Collect qualitative and quantitative data as required and support evaluation activities for the Suicide Prevention Outreach Team.</li> <li>- Engage in ongoing professional development, including attending monthly peer supervision, participating in statewide Communities of Practice, undertaking all mandatory training, and maintaining knowledge of relevant policy and regulatory documents.</li> <li>- Comply with the Code of Conduct and all NSW Health policies and procedures, including ensuring privacy and confidentiality at all times.</li> </ul> <p>Self-management responsibilities:</p> <ul style="list-style-type: none"> <li>- Provide support that aligns with person-centred, recovery-oriented and trauma-informed care.</li> <li>- Ensure boundaries are observed and a self care plan is developed and regularly maintained.</li> <li>- Be aware of own mental health and suicide risk and communicate with manager if reasonable workplace accommodations are required to support employment.</li> </ul>
<b>Challenges/ Problem Solving:</b>	<ol style="list-style-type: none"> <li>1. Work to establish respectful and positive relations with mental health service staff, people using the service, families, carers, friends and other key stakeholders.</li> <li>2. Actively promote the rights and responsibilities of people using the service at all times.</li> <li>3. Ensure that people using the service and other key stakeholders have access to and mechanisms for receiving and sharing information and participating in the evaluation of the service.</li> <li>4. Maintain and extend the knowledge and skill base of people using the service.</li> </ol>
<b>Communication:</b>	<p>The position is required to communicate with the following key internal and external stakeholders:</p> <p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>- People using the service</li> <li>- Families/carers/friends</li> <li>- Clinical and non-clinical staff</li> <li>- Other peer workers in the districts/networks</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>- Suicide prevention services and local suicide prevention community collaboratives</li> <li>- Community managed organisations, primary health networks and service partners</li> <li>- State and national lived experience, suicide prevention and mental health organisations</li> <li>- Suicide Prevention Peer workers across other districts/networks.</li> </ul>
<b>Decision Making:</b>	<p>The position will be required to participate in the following decision making processes:</p> <ul style="list-style-type: none"> <li>- Workload allocation and management</li> <li>- Crisis response and follow up strategies</li> <li>- Escalation of risk issues related to service users' needs, safety and hospital avoidance</li> <li>- Consultation with clinicians regarding peer work as required.</li> </ul>

<b>SELECTION CRITERIA</b>	
<b>Essential Selection Criteria:</b>	<ol style="list-style-type: none"> <li>1. Personal lived experience of a suicidal crisis, and ability to meaningfully and purposefully use lived experience to provide peer support to people at risk of suicide.</li> <li>2. Attainment of the Intentional Peer Support (IPS) and Certificate IV in Mental Health Peer Work (Consumer), or successful completion of Certificate IV in Mental Health Peer Work (Consumer) within 18 months of commencing position, including completion of CHCCCS003. Increase the safety of individuals at risk of suicide, and willingness to complete other essential training as soon as practical.</li> <li>3. Demonstrated experience using person centred recovery-oriented and trauma-informed principles in providing support to people at risk of suicide.</li> <li>4. Understanding of the suicide prevention sector and ability to utilise appropriate suicide prevention support such as crisis response, safety planning and managing risk.</li> <li>5. Understanding of, and commitment to, recovery oriented services and lived experience involvement in service design, implementation and evaluation.</li> <li>6. Capacity to work collaboratively with people using the service, families/carers, colleagues, other NSW Health personnel and other stakeholders.</li> <li>7. Demonstrated effective negotiation, time management, and written and verbal communication skills.</li> <li>8. Excellent computing skills including ability to use Microsoft applications.</li> <li>9. Current Unrestricted NSW Driver's Licence (P2 licence acceptable).</li> </ol>
<b>Desirable Criteria:</b>	<ol style="list-style-type: none"> <li>1. Experience working in community outreach and/or providing community support in people's home environments.</li> <li>2. Experience working in NSW Health services and awareness of relevant NSW Health policies and procedures.</li> </ol>
<b>Staffing:</b>	Nil
<b>Budget:</b>	Nil
<b>Financial Delegation:</b>	Nil





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