



Peer Support Specialist

Position Description

About Pathways and the Wise Group

At Pathways, we provide community-based mental health and wellbeing services throughout New Zealand. We support people to live well and be part of the communities of their choice by providing a range of support services around practical daily living, leading a healthy life, employment and housing.

Pathways was established in 1989, introducing a new model of care to the mental health sector. Today, with our inspirational dream of 'transforming mental health and addictions through fostering strong, compassionate, self-supporting communities', we're continuing to lead, innovate and pioneer new ways of working.

We believe everyone can recover and we're here to do everything we can to support them in their recovery. Our spirit of 'whatever it takes' is not just a slogan on the wall for us, our employees live this spirit every day.

While mental health is our priority, total wellbeing is our goal. We're all about hope and respect and providing personalised support that changes as people's needs change. We are committed to working in a trauma informed way, recognising the impact trauma may have had on people and working with them to build their resilience and protective factors.

Join us on our journey of helping people live a life they love.

The Wise Group

Pathways is part of the Wise Group, one of the largest non-government providers in New Zealand. The Wise Group is a family of charitable entities, all linked by a common dream – to create fresh possibilities and services for the wellbeing of people, organisations and communities.

Being part of the Wise Group gives Pathways access to a wealth of resources and support, both from our shared business infrastructure services and from other entities in the group.

Position

Reports to: Team Coach

Location:

Purpose: Peer support is based on the concept that people who have had a lived experience of mental illness and have experienced recovery, can act as 'recovery coaches' (peers) to others and can engender hope simply by demonstrating recovery happens. Peer support requires the development of strong, supportive and equitable relationships.

The purpose of the Peer Support Specialist position is to provide individualised support with the goal of engagement, modelling hope for recovery and encouraging self-awareness about what works for the person.

Relationships (Internal): Pathways employees, Wise Group employees

Relationships (External): People using services and their families/whanau and support people DHBs, other key stakeholders, external suppliers, government and community agencies



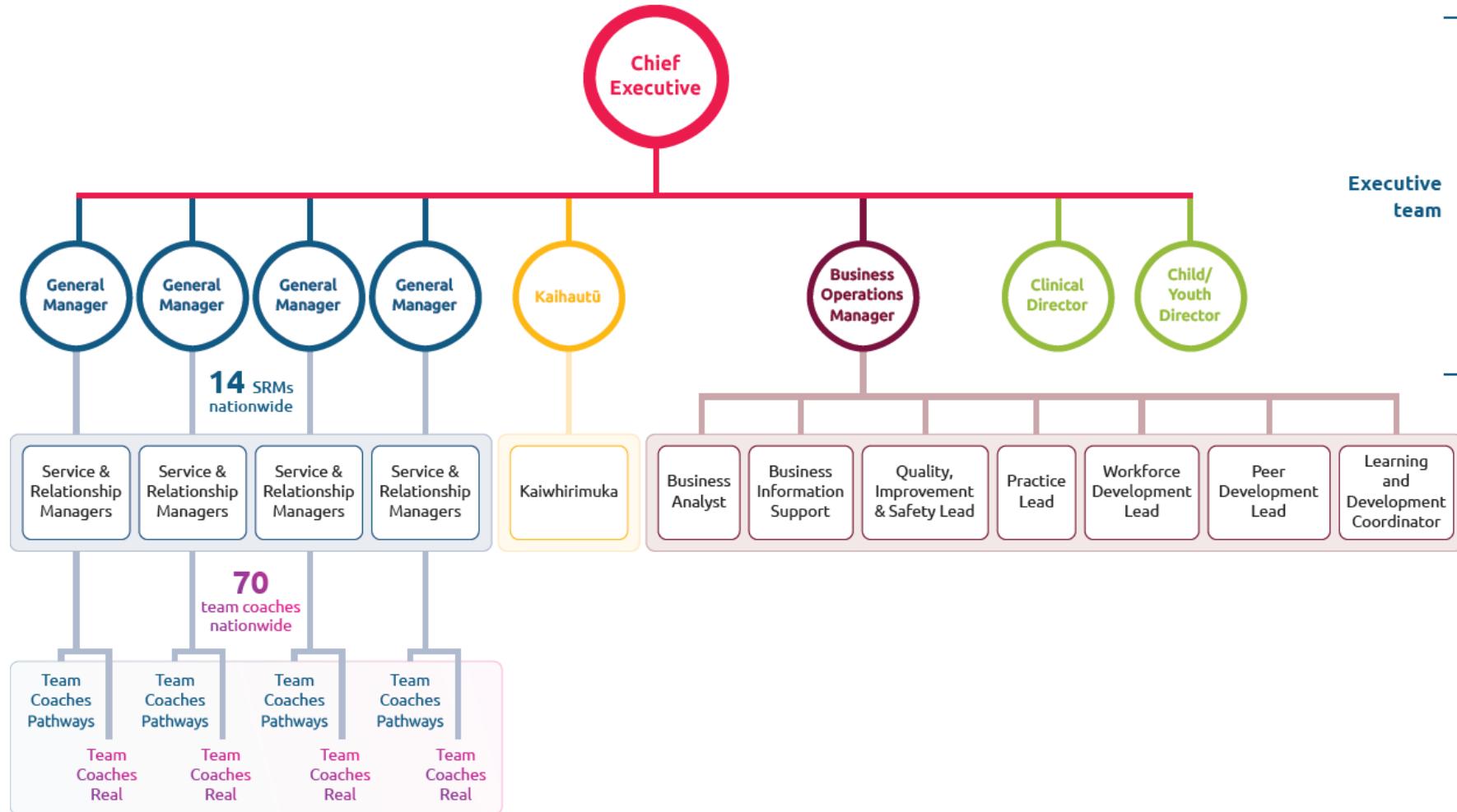
Attributes

Courageous	Curious	Connectors
Trustworthy	Optimistic	Joyful
Compassionate	Creative	Tenacious

Beliefs

- At our heart is helping everyone we support to have somewhere to live, something to do, someone to love and something to hope for
- Mental health and addictions is our priority, total wellbeing is our goal
- Through partnerships and participation we are culturally enriched
- Lived experience enhances who we are and how we can help
- Strong, connected, compassionate communities build resilience
- Whānau, family and friends matter
- Our staff are our greatest asset
- People can heal from trauma
- Stories connect us
- Through diversity, comes strength

Pathways organisational structure



Requirements of the position

Focus	Activities	Outcomes
Recovery Coaching	<ul style="list-style-type: none"> • To be a positive role model, using own life stories, to ensure people become more active participants in their own recovery process by demonstrating the 5 Pathways to Recovery: <ul style="list-style-type: none"> ◦ Hope ◦ Choice ◦ Empowerment ◦ Recovery environment ◦ Spirituality, meaning and purpose • Provide direct peer support to people who use Pathways' service, including: <ul style="list-style-type: none"> ◦ connecting with people who use Pathways' service and sharing own personal experience of recovery in a way that inspires hope, motivation, self-determination and empowerment ◦ assisting people who use Pathways' service to identify what works best for them • supporting people who use Pathways' service to learn self-advocacy 	<ul style="list-style-type: none"> • People using Pathways' services are empowered to maintain physical, mental and spiritual wellbeing. • People using Pathways services maintain wellness
Wellness Planning	<ul style="list-style-type: none"> • Assisting people who use Pathways' service with wellness recovery action planning (WRAP) including the goal planning process and documenting their progress of that plan • Assist people who use Pathways' service to develop their own natural supports that will enable them to increase their success in the community 	<ul style="list-style-type: none"> • An appropriate plan of support is formulated and implemented. There will be continuity and consistency of care for people using Pathways services • The needs of individuals using Pathways' services are identified and met • People using Pathways services engage in social and recreation activities in their communities

Accommodation and Residential	<ul style="list-style-type: none"> Responsible for all accommodation aspects of the service, including assisting with meals, household chores and ensuring that the house is maintained to the highest standards Ensure people who use Pathways' service are provided with adequate nutritional meals and refreshments Ensure that the environment is maintained to a high standard of cleanliness and tidiness Assist with the upkeep of the property grounds Report any property/grounds maintenance issues immediately when noted 	
Crisis Prevention Intervention	<ul style="list-style-type: none"> Provide support for and help maintain the safety of people who are experiencing an increase in their psychiatric symptoms to the extent that their usual "wellness tools" are not working Support people to: <ul style="list-style-type: none"> regain control of their lives and health and maintain their safety find ways to "unwind" and lower their levels of stress undertake activities and therapies that are helpful in supporting recovery and in self-calming 	<ul style="list-style-type: none"> The needs of individuals using Pathways' services are identified and met Reportable events such as hospitalisation, assault, drug abuse, health and safety, or incidents of a serious nature are reported to within 24 hours and documented in Recordbase
Communication and Relationship building	<ul style="list-style-type: none"> Interact on a regular basis with a range of Pathways and DHB staff members Develop productive relationships with people who use Pathways' service, families, crisis staff and other clinical staff that will enable the promotion of people using Pathways services in their own recovery process Understands the wider environment in which Pathways and the Wise Group operate and makes linkages to other areas as appropriate 	<ul style="list-style-type: none"> Strong, effective and continuing relationships with people using services, family/whanau and other services and organisations.

Supporting recovery and wellness	<ul style="list-style-type: none"> Inform people who use Pathways' service of any relevant information, e.g. maintain knowledge of community and mental health resources. Provide information to the Pathways and DHB staff from a Peer Support Specialist's perspective 	<ul style="list-style-type: none"> Clear, timely and engaging communication resulting in active stakeholder interest, involvement and support Actions show respect for cultural diversity
Be your very best	<ul style="list-style-type: none"> Plan regular uninterrupted times to meet with the Service & Relationship Manager to review your 90-day plan and seek feedback on performance Actively develop personal leadership skills Develop a learning and personal development plan with your manager and implement this plan as agreed Share knowledge gained from professional development experiences Work in a culturally safe and respectful manner incorporating the principles of the Treaty of Waitangi and be mindful of the cultural diversity of the community. Role model a healthy lifestyle. 	<ul style="list-style-type: none"> You are well prepared for any forums and meetings, sharing what's working and what's not and bringing solutions for improvement. Your skills are current and your innate curiosity means that you are always seeking new learning opportunities You demonstrate behaviour that is consistent with equitable practices. Evidence of Treaty of Waitangi principles are reflected in everyday practice and future organisational planning
Think and Act as One	<ul style="list-style-type: none"> Participate in creating a culture of think and act as one Actively participate in and contribute to national leadership forums and regional meetings Represent Pathways and the Wise Group in a professional manner at all times Provide positive and effective participation and collaboration with other parts of the Wise Group in the achievement of challenges Take responsibility for executing assigned tasks and projects in accordance with agreed performance standards 	<ul style="list-style-type: none"> The Wise Group based services feel connected to each other's work and each other You are highly regarded for your contribution nationally within the organisation The service continually repositions itself to meet perceived future need Projects and tasks are completed within agreed timeframes to agreed standards

<p>Be committed to safety and wellness in the workplace</p>	<ul style="list-style-type: none"> • Take responsibility for personal wellbeing and health management within the workplace • Comply with legal obligations and safety and wellbeing policies and procedures • Role model excellent safety and wellbeing practices by reporting identified workplace incidents, near misses and/or hazards through the safety and wellbeing system as per Wise Group safety and wellbeing policy and procedure • Be committed to safety and wellbeing by following the Wise Group roles and responsibilities table (located on The Well). 	<ul style="list-style-type: none"> • Work practices are safe for self and others • Policies and procedures are understood and followed as designed • All safety and wellbeing reportable events are accurately reported within specified timeframes
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Accountabilities

Authority	<ul style="list-style-type: none">The role operates within practices and procedures covered by functional precedents and policies, and managerial direction.Financial delegation – Nil
Direct Reports	<ul style="list-style-type: none">Nil

Know how

	Essential	Preferred
Practical and technical knowledge	<ul style="list-style-type: none">Peer Support Specialist CertificateCrisis Prevention Intervention trainingCompletion of WRAP trainingHolds a New Zealand Certificate in Health and Wellbeing (NZCHW) or a recognised equivalent, or be currently studying towards this qualification or a recognised equivalentKnowledge of the Code of Health and Disability Services Consumers' RightsAn understanding of and commitment to the principles of recoveryKnowledge and understanding of the Treaty of Waitangi	<ul style="list-style-type: none">WRAP at Work Planning
Experience	<ul style="list-style-type: none">Administrative/computer experienceLived experience of mental illness	<ul style="list-style-type: none">Knowledge of mental health and NGO sector development