

Purpose

The Peer Support Lead has lived experience of mental health or addiction and is responsible (in consultation with the Clinical Director) for establishing and embedding a clearly defined, professional peer support service that sits alongside and complements our clinical and public health functions. The role will refine and continuously improve a robust peer support model and framework that is delivered through regional teams, ensuring it reflects best practice and the unique value of lived experience. Working in close collaboration with Regional Managers, the Peer Support Lead will ensure that peer support is safely delivered, appropriately integrated into service pathways, and recognised as a distinct, skilled discipline within the wider multidisciplinary team.

Responsibilities encompass:

- Develop a comprehensive strategy to facilitate the embedding of peer support as a skilled discipline and defined service offering.
- Work with the Regional Managers to incorporate this strategy into regional work plans and programmes.
- Offer professional leadership and guidance to peer support workers, fostering a culture of strong recovery, excellence, and collaboration.
- Support Regional Managers to deliver regional peer support services.
- Oversee the professional growth and development of the peer support workforce.
- Train and support our non-peer workforce, to enhance their understanding of and integration of the peer support role.
- Facilitate our consumer advisory forum, guiding its direction and ensuring consumer voices are heard and valued.

SPECIFIC DUTIES AND RESPONSIBILITIES:

Subject Matter Expertise and Leadership

- Provide expert advice on the peer support model of care, data collection, service evaluation, clinical safety, emerging evidence and best practice.
- Provide the Clinical Governance Forum with peer support insights and a frontline perspective.
- Lead and support lived experience research.
- Collect insights from Regional Teams to continuously improve the peer support model of care.
- Provide Regional Managers with advice on the implementation of the model of care, case management and related areas.
- Support the Learning Management Specialist to continuously update and improve PGF Services' support worker core skill and induction content.
- Agree a national peer support workforce development plan with the Clinical Director and Regional Managers and implement workforce initiatives.

Peer Support Worker Supervision and Support

- Provide independent supervision for Support Workers within clear frameworks and privacy measures.
- Identify and communicate themes and trends to the leadership team with recommendations for improvement.
- Support active participation in peer coaching forums for peer support workers.

Stakeholder Engagement and Consumer Experience

- Facilitating the Lived Experience Advisory Forum (LEAF). This includes organising LEAF meetings, managing logistics, and ensuring the voice of lived experience informs PGF Services' direction.
- Develop and manage key external relationships with lived experience practitioners and peer support organisations.
- Act as a conduit between the LEAF group and the leadership team
- Provide the Clinical and Public Health Governance Fora with insights and recommendations derived from consumer experience evaluations.
- Facilitate and support the input of lived experience in co-design and service development processes.

Peer Support

- Establish and maintain intentional peer support relationships with tāngata whaiora and implement and follow peer support plans including goal setting, modes of support, relapse prevention and wellness planning.
- Liaise with whānau as appropriate and ensure there is an integrated approach to peer care through networking and relationships with colleagues and external agencies.
- Carry a peer support caseload - delivering agreed brief interventions, peer support sessions, facilitations and group co-facilitation as required.

Public Health

- Deliver public health activities to leverage health promotion and brief intervention opportunities.

Project Work & Service Development

- Lead or contribute to key projects that enhance the peer support model, build service delivery, and improve community engagement.

KEY RELATIONSHIPS

Internal

- Clinical Director
- Regional Managers
- Peer Support Staff

- Clinical Data and Administration Lead
- PGF Services Staff

External

- Regional Addiction and Mental Health Services
- Peer support services and networks

SKILLS, EXPERIENCE & EDUCATION

- Lived experience of addiction (preferably gambling harm) or mental health
- Level 5 Peer Support Certificate or above
- Full and clean Driver's License
- Minimum 5 years peer support work experience
- Knowledge of a range of peer support models desirable
- Experienced in working with Māori and Pacific Peoples as clients and with Māori and Pacific whānau desirable
- Leadership experience developing and overseeing a distinct programme of care within a mental health or addiction service desirable.
- Understanding of key legislation such as the Privacy Act, Mental Health and Disability Act, Vulnerable Children's Act

WORKPLACE COMPETENCIES

Leadership

- Provides thought leadership to projects and problems impacting the peer support team
- Supports staff with integrity, providing coaching and guidance with appropriate levels of accountability
- Works with a high degree of initiative and can manage competing work demands
- Participates in the national Clinical Team projects and supports colleagues to achieve the Vision and Mission of PGF Services
- Strong organisational skills and ability to self-manage

Teamwork

- Maintains open dialogue with line manager
- Communicates effectively with other PGF services staff
- Shows initiative and able to work as an independent operator for extended periods of time

Computer Literacy

- High level of competency with Microsoft Office Suite (Outlook, Word, Excel, PowerPoint, One Note etc.) and with database systems
- Able to use video conferencing tools to facilitate engagement with the team and Tāngata Whai Ora

Health and Safety

- Understands and complies with health and safety requirements

Quality Management

- Works to the standards of PGF Services' Quality Management System
- Cross-cultural understanding
- Supports and promotes cross-cultural understanding inside the organisation
- Knowledge of Te Reo Māori or Pacific languages an advantage

Te Tiriti o Waitangi

- Understands the principles of the Te Tiriti and its impact of work practices and service delivery

Values

- Walks the talk of the Values of PGF Services