

Peer Support Manager

September 2021

Reporting to:	Head of Service Delivery	
Direct Reports:	Team growing to 6 part-time Peer Workers	
Status:	Permanent, full-time	Working hours: Evening shift 1-9pm to align with peak service usage
Salary range:	Commensurate with experience ~\$90,000 + super + PBI Fringe Benefit + shift allowance	
Location:	Sydney	

ReachOut values diversity in our workforce. We encourage people from Aboriginal and Torres Strait Islander and culturally diverse backgrounds to apply.

About the organisation

ReachOut is the most accessed online mental health service for young people and their parents in Australia. Our trusted self-help information, peer-support program and referral tools save lives by helping young people be well and stay well. The information we offer parents makes it easier for them to help their teenagers, too.

We've been championing wider access to mental health support since we launched our online service more than 20 years ago. Everything we create is based on the latest evidence and is designed with experts, and young people or their parents. This is why our service is trusted, relevant and so easy to use.

Accessed by more than 2 million people in Australia each year, ReachOut is a free service that's available anytime and pretty much anywhere.

About you and the role

ReachOut is in an exciting phase of the organisation's development. We are undertaking a major service design and innovation program that will help shape the future of youth digital mental health services.

Peer support programs play a key role in ReachOut's future service, providing an opportunity for young people to share, connect and support each other in a safe, anonymous environment.

This role will be responsible for managing our new 1-1 Peer Support service, currently in development. You will provide input to the project team as the subject matter expert - an exciting opportunity to support the development of a new service.

You will be responsible for operationalising the service, with a focus on recruiting, training and managing peer workers. Your personal lived experience of mental health issues and recovery, and experience as a peer worker, enables you to provide high quality support to Peer Workers.

As the Team Manager, you will also identify service improvements and complete relevant



reporting. You will be comfortable navigating ambiguity in the setup phase, drawing on your analytical thinking and problem solving skills in a collaborative environment.

Your mental health and management experience allows you to lead the Peer Support Team and effectively manage high-risk situations in line with the organisation's Duty of Care policy.

Your key responsibilities are:

Peer Worker Management

- Build an engaged and accountable team who appropriately use their lived experience to support positive mental health and wellbeing outcomes for others.
- Oversee the daily operations of the program including overseeing rostering, ensuring sessions are delivered in accordance with the Duty of Care Framework and maintaining program reporting.
- Support experienced peer workers to conduct suicide risk screens with potential participants and identify appropriate referral pathways
- Support the Clinical Lead to develop and deliver a meaningful and engaging induction and ongoing training program for peer workers
- Support and coach peer workers to take responsibility of their own wellbeing and personal safety

Service Operations and Improvement

- Provide subject matter expertise in the development and implementation of our new 1-1 Peer Support service
- Partner with the Online Community Manager and the Online Community team to ensure ReachOut delivers an integrated Peer Support service with a consistent approach to team management, training and service delivery
- Review output data and research findings, developing, and where necessary implementing, ideas for service improvements
- Monitor user feedback and escalate platform bugs/issues
- Support internal testing of the online platform and features
- Contribute as a subject matter expert in mental health innovation projects

Duty of Care

- Provide feedback on the implementation of new peer support systems and processes, including risk management, community guidelines, duty of care considerations, incident reporting and online best practice
- Ensure the organisation's duty of care framework and supporting risk systems for service delivery remain fit for purpose for the 1-1 Peer Support Service and are implemented consistently
- Provide shift supervision to the Online Community Moderators as required
- Be an active member of ReachOut's Support Group (Duty of Care working group) using your expertise in managing issues and risks to help respond to crisis situations
- Provide input into, and where agreed update, the Duty of Care framework

You work closely with:

With	Purpose
Head of Service Delivery	Provides ongoing leadership, management and support. Ensure the peer community aligns with strategic goals.
Innovation Lead	Collaborate on the development of the One-to-One Peer Support Service
Online Community Manager and Team	Collaborate to ensure a consistent approach to team management, training and service delivery and to ensure a cohesive service offering for users
Clinical Lead	Collaborate to ensure safety and quality in service delivery, and to develop training.
Service Delivery team	You participate as a positive and contributing team member
Digital Team	Collaborate to improve the user experience, data reporting and moderation efficiency

To be successful in the role, you need:

- Cert IV Mental Health Peer Work (Consumer) or willingness to obtain this qualification within 18 months of appointment.
- 5 years' experience working in a mental health setting, including at least 2 years' experience as a Peer Worker
- Personal lived experience of a mental health issue and recovery, and ability to meaningfully and purposefully use lived experience to support others and contribute to service improvement
- Understanding of the principles of workforce/service development & providing peer supervision and leadership to peer workforce
- Experience practicing clear boundaries and self-care
- A good understanding of Duty of Care principles, strengths-based and trauma-informed approaches and confident in assessing and responding to levels of risk and harm
- Proven advanced time management skills, ability to manage competing priorities and meet deadlines
- Excellent online and offline communication skills
- Experience using digital systems and software
- A commitment to ReachOut's values and behaviour

We also think it is useful to:

- Have a personal lived experience of accessing mental health services as a young person
- Experience in providing online peer support