

Peer Connection Telephone Support Officer



Our Vision

A community that values fairness, health and wellbeing.

Our Mission

To provide health and community services that are accessible and relevant to the needs of our community. We do this by working together with trust and respect.

Our Values

We value mutual respect, striving for excellence, strong partnerships and showing leadership.

Team

Peer Connections

Program

Counselling and Integrated Mental Health Services

Location

West Heidelberg and Greensborough

About Banyule Community Health

Banyule Community Health is an accredited stand alone community health service governed by an independent Board of Directors located in the local government area of Banyule in northeast metropolitan Melbourne. The organisation delivers primary health care and community based services that include general medical and dental practice, general counselling (as well as drug and alcohol, gambling, financial), ambulatory care, chronic disease management, allied health and health promotion.

Banyule Community Health promotes a multidisciplinary approach to community health through team work and cooperation with other health, welfare and community providers. It aims to empower community members to participate in planning, management and delivery of services, and is responsive to needs through continuing consultation, research, planning and evaluation.

Program/Department Objective

Social Health services for the organisation comprises of general, drug and alcohol and forensic counselling services as well as counselling and financial guidance for those with gambling addiction. Community based services include community education bilingual counselling and venue support. Service delivery methods include one to one counselling as well as group based and peer based service delivery options

Position Objective

The Gamblers Help Program is a multi-disciplinary team which provides a range of Counselling and community education services to individuals, couples, families and groups in the Northern Metropolitan region of Melbourne. The team comprises suitably qualified persons from a range of disciplines, including social work, psychology, financial Counselling and, community education professions and the Peer Connection program is provided by volunteers. Persons from other disciplines may be attached to the team as community needs arise and to fulfil Strategic Plan objectives.

Reporting Relationships

Accountable to the Peer Connection Coordinator

Position Detail: Role and Duties

Key Result Areas

Support Call Responsibilities

- To engage with clients via telephone.
- To provide telephone support in a manner consistent with the Program standards of practice.
- To ensure that client confidentiality is respected and upheld at all times.
- To actively participate in debriefing with shift supervisor post support call.
- To attend training as directed by the Program Co-ordinator.

Quality Improvement and Data Collection and Reporting

- Attend supervision and bi-monthly meetings as required.
- Maintain client data consistent with agency requirements.
- To participate in the ongoing quality improvement activities of the agency. These activities include planning and evaluation of programs and services, performance development and audits.

General Responsibilities

- To ensure that the day-to-day operations of the Peer Connection Program are provided in a smooth and reliable manner.
- To ensure a safe workplace according to OHS standards and policies
- To notify management in the event of any damage or interference with the organisation's buildings, vehicles and/or equipment.
- To undertake project work and conduct professional development training as appropriate.
- To ensure that client confidentiality is respected and upheld at all times.
- To ensure services are delivered in a culturally sensitive manner
- Ability to work as part of a multidisciplinary and interdisciplinary team.

Administrative

- To notify management in the event of any damage or interference with the organisation's buildings, vehicles and/or equipment.
- To participate in project work as required, in particular client surveys.

Commitment

- An understanding and commitment to the Social Model of Health
- A strong empathy with the vision and values of the organisation
- Promote good public relations on behalf of the organisation

Organisational Sustainability

- Adhere to Workplace Health and Safety and Well Being standards within the organization. Ensure a safe workplace for clients, visitors and other employees.
- Take reasonable care of own health and safety. Report any actual incident or risk identified in the course of work in accordance with incident reporting and risk management procedures.
- Work in accordance with Banyule Community Health Policies and Procedures.
- Attend In-service training sessions and workshops as required.
- Participate in ongoing agency wide quality improvement activities.
- Identify and report any potential agency risk to their team leader or manager.
- Participate in the development of agency risk treatment plans and adhering to the strategies put in place to mitigate risk



Other
<ul style="list-style-type: none">• The manager may require the undertaking of other duties, consistent with the experience, training and expertise held to perform this role.• In consultation, management reserves the right to modify this position description as required.
Position Detail: Key Selection Criteria
Essential
<ul style="list-style-type: none">▪ Fulfil Volunteers key selection criteria.▪ Consent to conduct national police check (having a criminal conviction may not be a barrier for joining the program).
Desirable
<ul style="list-style-type: none">• A second language (useful but not necessary)• Full Victorian motor vehicle licence (<i>may be mandatory for some positions</i>)
Other
<ul style="list-style-type: none">• A satisfactory pre employment police check is mandatory for all new employees; a working with children check may be required.• Prior to any person being appointed to this position, it will be required that they disclose full details of any pre existing injuries or disease that might be affected by employment in this position.

I acknowledge and agree that the above Position Description is a true and accurate description of my current role.

Volunteer's Name

Volunteer signature

Date

Manager signature

Date

The position description was revised on Friday, 24 February 2012 By: Murray Sayers

