

Position Description

Peer Support Coordinator



Position	Peer Support Coordinator
Team	Strength 2 Strength
Employment Type	Part Time, Permanent
Hours	22.8 hours (0.6 FTE) with the ability to work one evening per week
Location	Frankston <i>From time to time the incumbent may be requested to work from, or be based at, other Family Life sites.</i>
Reports To	Manager Strength 2 Strength
Effective Date	November 2019

Overview of Program

The Strength to Strength Program is a client-centred trauma informed therapeutic response for children and their mothers who are victim survivors of family violence, which includes therapeutic services delivered via outreach and through centre-based sessions.

A partnership response has been activated to maximise client access, safety, empowerment and therapeutic outcomes. The Therapeutic Demonstration Project, Strength2Strength operates through a partnership of key service providers including: Family Life, Salvation Army, Good Shepherd Australia New Zealand, SECASA and Peninsula Health.

The interventions target children and their mothers from diverse populations, with the aim of

- Strengthening therapeutic responses and improving outcomes;
- Building evidence about effective practice approaches for responding to victim survivors of family violence, including victim survivors from diverse populations;
- Determining, through evaluation, how these approaches might be incorporated into future service delivery frameworks and organisational operating models; and

- Increasing access to a broad range of therapeutic approaches to family violence victim survivors including adults and/or children across diverse cohorts.

Position Objective

The Peer Support Coordinator plays a key role in bridging the relationship between the clinical therapeutic support and the community. The Community and Sustained Support Phase is offered as a complement to the Clinical Phase in the program, with the aim of creating sustainable, long-term connection to peers and community to continue the healing and reduce isolation.

The Peer Support Coordinator supports the multi-disciplinary team to identify appropriate exit pathways within the broader community sector and identify and bridge gaps.

Key Responsibilities

The key responsibilities include but are not limited to:

- Meeting the client's individual needs according to an established family action plan post clinical therapeutic intervention.
- Responding to isolation as a result of family violence by engaging clients in broader community support systems and providing support through developing trust and liaison with professional stakeholder relationships.
- Developing and maintaining effective relationships with key stakeholders.
- Drawing upon your understanding and belief in strength based, recovery oriented models of service to discuss self-management techniques to support participants to develop strategies and identify opportunities to study, learn, grow, work and become more confident.
- Assisting Practitioners and Clinicians to prepare reports, case notes and other required documentation in line with program requirements.

Key Selection Criteria

1. Certificate IV in Community Services or equivalent (minimum). Either completed or in progress.
2. Lived experience and insight of events affecting victim survivors of family violence and capacity to assist them by modelling recovery principles and strategies in a respectful and helpful manner.

3. Ability to engage a diverse range of people and create an environment of equality and respect.
4. Knowledge of resources and supports available for individuals with multiple and complex needs and sufficient knowledge and understanding of relevant community services and resources.
5. Capacity to build and maintain strong working relationships with key stakeholders.
6. High level organisational skills and attention to detail, with the ability to self-motivate and work autonomously.
7. Demonstrated ability to work cooperatively in a team environment.
8. Ability to identify presenting needs of the cohort in order to accurately support client transition into independence.
9. Lives in, or well connected to the Bayside Peninsula Area catchment.
10. High level of self-awareness and commitment to own self-care.
11. Excellent communication skills, both written and verbal.
12. Sound computer skills including experience using case noting and data collection systems.
13. Flexibility to provide outreach where required.

The Family Life Way

Our six principles are at the heart of the work that we do at Family Life, they inspire us to achieve the best results for our clients and the communities we serve. The principles exemplify our commitment to support our people to produce quality services and outcomes.

Create Safety



- Safety for Clients and Peers
- Respect, Empowerment & Well-being
- Be Supportive
- Be Kind

Celebrate Difference



- Welcome Diversity
- Celebrate Difference Of Ideas
- All Community Members are Welcome at Family Life
- Share Knowledge and Experiences

Be Bold



- Fail Forward
- Lead By Example
- Ask Why?
- Ask for Feedback and Self-Reflect

Be Real



- Be the Best Version of Yourself
- Admit What You Don't Know
- Have the Hard Conversations, Respectfully
- Be Open and Honest

Dream Big



- Have Stickability - Persistence
- Think differently, Innovatively
- Be Adaptable
- Plan and Prioritise

Embrace Everyone



- Many Voices, One Purpose - To Transform Lives for Stronger Communities
- Collaboration
- Partnerships
- Be Inclusive and Encourage Participation

Additional Information

- Family Life is a youth and child safe organisation. We value, respect, and listen to children and young people.
- All offers of employment are subject to a satisfactory Working with Children Check and Police Records Check.
- Family life operates across multiple sites therefore it is essential that all employees hold a current Driver's License.
- Family Life offers generous Salary packaging benefits.
- All offers of employment at Family Life are subject to a six month probationary period.
- Family Life is committed to providing a safe, healthy and friendly working environment.
- We pride ourselves on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.
- We expect all Family Life employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.