

# Position Description – Mental Health & Wellbeing Programs – Multicultural Peer Support Worker

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**Position Title:** Multicultural Peer Support Worker

**Employment status:** Casual

**Award Level:** Health professional and support services award 2010, support services level 8.3, \$35.74 per hour casual

**Payment and hours of work:** \$40 p/hour – (Minimum payment consists of 2hs inclusive of transport & travel)

**Location:** Brisbane South and North

**Reports to:** Multicultural Peer Support Workers Coordinator

## Organisational Background

World Wellness Health and Medical Clinic is a social enterprise multicultural health clinic located at Stones Corner, Brisbane, operates by World Wellness Group Ltd (WWG). The clinic specialises in providing health care to socially disadvantaged people, particularly people from culturally and linguistically diverse backgrounds, including refugees and asylum seekers.

As a social enterprise, or a business with a social mission, World Wellness Group Ltd works to improve health equity for all clients, regardless of culture, language or financial capacity, and to assist the most vulnerable members in our community, by providing accessible, appropriate and affordable health services, general practitioners, mental health workers (psychiatrist, psychologists, social workers, occupational therapists), traditional medicines (acupuncture, massage, homeopathy) and health promotional activities (group education, self management programs, group fitness, Qi gong). World Wellness Group is a registered health promotion charity and all profits are used to fund health services for clients that they are not able to access elsewhere.

The Mental Health and Wellbeing Service is a key component of our clinic and we provide the following specialist multicultural mental health programs funded by Primary Health Networks and Queensland Health. Our programs are culture-based, use wraparound models of care and are delivered in partnership with multicultural peer support workers.

### ➤ Culture in Mind

Culture in Mind provides wraparound culture based care and support to adults from culturally and linguistically diverse backgrounds (CALD) in the Greater Brisbane Region. Via a team of wellbeing support coordinators, Culture in Mind supports people with complex mental health issues in the community with practical supports and a strength based approach to wellness, recovery, social inclusion and participation.

### ➤ Problem Management Plus (PM+)

PM+ is a low intensity psychological service for adults from CALD backgrounds living in the Brisbane South and North areas. PM+ is a World Health Organisation Program consisting of a structured, low intensity, brief therapeutic intervention which combines problem management with coping strategies for managing stress, finding and sustaining motivation, strengthening social supports and staying well.

➤ **Multicultural Psychological Therapies Program (MPTP)**

MPTS provides psychological treatment for people who experience mild to moderate mental illness who have language and/or cultural barriers making it more difficult for them to access mainstream treatment options in Brisbane South and North. Our mental health practitioners are cross cultural experts with most also being from diverse cultural backgrounds, however if we do not have an ethnically matched clinician we work with interpreters and/or multicultural peer support workers.)

## Position Overview

The purpose of the Multicultural Peer Support Worker (MPSW) role is to draw on their own culture and lived experience of migration, settlement and psycho- social stressors impacting on health and mental health to facilitate culturally tailored engagement. MPSWs will work closely alongside the client allocated in specified programs under the clear instructions and guidance given from each Program Manager. Each of the programs expects the MPSW to help provide all clients with culturally tailored support and interventions where clients feel they can trust the MPSW and know their privacy and confidentiality is safe guarded. A language skill to the native level (in a language other than English) is essential, as well as the ability to speak and understand English to a high level of fluency. A large part of the MPSW role will include supporting communication and engagement between clients and mainstream services.

## Key responsibilities

The MPSW is responsible for working collaboratively with all program relevant staff, e.g.: Nurse Care Coordinator, Wellbeing Support Coordinators and MH Health Practitioners to facilitate culturally tailored engagement and help to reduce language and cultural barriers through the following ways :

- Provide language and cultural support during sessions with CALD clients to facilitate therapeutic engagement.
- Work closely with the health practitioner delivering the session/program and in a collaborative manner, advise and support the mental health practitioner on cultural matters that are relevant to the therapeutic relationship and delivery of the relevant program /therapy.
- Check in with the client that the interventions are helpful and culturally appropriate
- Gather client feedback in a culturally meaningful manner to help inform the development of the program.
- Provide staff with cultural input and advice to inform ongoing program design and support program staff to identify potential strengths/limitations of the program.
- Engage with research and evaluation activities by providing feedback and cultural input.

## Operational

- MPSWs will work alongside the program specific staff members / (for example the mental health practitioner, Wellbeing Support Coordinator, nurse Care Coordinator, Pharmacist) to ensure the intervention/program delivered is culturally responsive to client needs.
- MPSW's will operationally report to the Coordinator of the MPSW's. The Coordinator of the MPSW's will be responsible for scheduling appointments for the MPSW, providing orientation and /facilitating training and development, peer supervision and opportunities for debriefing as required.

### **Safety and Quality**

- MPSWs will comply and commit to the WWG Privacy, Code of Conduct and Confidentiality agreement including meeting practice standards and accountability.

### **Coordination and Team processes**

- MPSWs are expected to work as part of the team and ensure open communication and feedback with mental health practitioners, the senior allied health worker and the Coordinator of the Multicultural Peer Support workers when required.
- Build and maintain relationships within the multidisciplinary team.
- Participate in internal and external meetings, training, professional development and supervision when required.

### **Customers and Service**

- Contribute to a welcoming, culturally inclusive and non-judgmental environment.
- Treat clients with respect and dignity.

### **General Responsibilities of All Staff**

- Comply with the World Wellness Community Clinic Code of Conduct.
- Comply with confidentiality requirements of World Wellness Community Clinic, as well as the *Privacy Act 1988* (Cth) regarding client information, taking particular care that the information of clients may be highly sensitive in nature.
- Comply with ethical and legal requirements of both the Commonwealth and Queensland equal opportunity and anti-discrimination laws (including the *Anti-Discrimination Act 1991* (QLD), *Sex Discrimination Act 1984* (Cth), *Racial Discrimination Act 1975* (Cth), *Disability Discrimination Act 1992* (Cth) and *Age Discrimination Act 2004* (Cth)) by treating staff and clients with respect and without bullying and/or harassment.
- Deliver effective use of World Wellness Community Clinic resources within level of responsibility of your position.

### **Occupational Health and Safety**

- Comply with *Work Health and Safety Act 2011* (QLD) duties by maintaining a safe working environment for yourself, ensuring you do not put yourself at risk of harm or injury.
- Maintaining a safe and supportive working environment to protect others (staff, volunteers or clients) at risk of harm or injury.
- Exercise judgement about the behaviour of clients to ensure they do not put themselves or others (staff, volunteers or clients) at risk of harm or injury.

## **Applicant Requirements**

### **a. Essential**

- Experience working in a cross cultural setting in the health, social or communities services sector.
- Knowledge and understanding of mental health issues, in the CALD population and knowledge of the barriers CALD clients may face in accessing mental health and physical health care services.
- Ability to draw on own lived experience of migration, acculturation and psycho-social experiences to convey empathy and understanding to clients and instil hope in their recovery.
- High level of speaking, reading and writing skills in English and own language(s).



- Understanding of cultural health beliefs and how they may impact on health service access and experience.
  - Understanding and confidence in supporting clients to navigating the health care system.
  - A willingness to obtain a Blue Card and a satisfactory Police Clearance Certificate.
- b. Desirable**
- Knowledge of relevant community or cultural support networks.
  - A current driver's license and a car.
- c. Benefits**
- Opportunity to work for a dynamic organisation with a social purpose and the opportunity to contribute to the mission of providing equitable/accessible care for CALD clients.
  - Ongoing training, support and development opportunities.
  - Opportunities to participate in quality improvement and research.
  - Flexible working hours to suit your lifestyle.

**Applicant Acknowledgement**

I have read and understood the position description and personal requirements/capabilities that are attached to this position. I declare that I am capable and willing to meet the requirements as indicated and acknowledge the requirements to maintain such capabilities whilst performing this position.

Name: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_ / \_\_\_ / 20\_\_