

Position Description – Multicultural Peer Support Worker (MPSW)

Title:	Multicultural Peer Support Worker (MPSW)
Hours:	Casual
Reports to:	Multicultural Peer Support Worker Coordinator
Payment:	\$40 per hour– (Minimum payment consists of 2 hours inclusive of transport & travel)

World Wellness Group is a proud multicultural organisation with a strong focus on equity, diversity and inclusion.

Organisational Background

With a vision to build health equity and a mission to deliver, model and influence health and wellness services to create an inclusive and just health system, World Wellness Group (WWG) is a leading health social enterprise based in Stones Corner, Brisbane. WWG operates the World Wellness Clinic which specialises in equitable healthcare for clients from culturally and linguistically diverse backgrounds, including vulnerable and disadvantaged migrants, refugees and people seeking asylum.

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. World Wellness Group is a registered health promotion charity and all profits are used to fund health services for clients or innovative health programs that are not available elsewhere.

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

Position Objective

The position offers a great opportunity to work at the forefront in delivering innovative, culture based wraparound health and mental health services for people from diverse cultural backgrounds in a collaborative and multidisciplinary team setting.

As a MPSW you will bring your multicultural lived experience which encompasses your migration, settlement and acculturation as well as your cultural and linguistic knowledge. MPSWs work in partnership with all WWG staff and offer culturally responsive guidance, support and advice to build trust, connections and relationships with clients.



Organisational Relationships and Accountability

Position report to: Multicultural Peer Support Worker Coordinator

Internal liaison: WWG Staff and practitioners

External liaison: Clients and their families/carers, external agencies and services, government, NGO and private health and mental health, social and community services

KEY DUTIES & RESPONSIBILITIES

The MPSW is responsible for working in partnership with all WWG staff to facilitate client participation and organisational engagement in a co-delivery model to help reduce health access barriers.

Specifically, MPSWs:

- Offer their own unique lived experience (migration, settlement, and acculturation), build a bridge to service access through shared experiences, trust, and connection and empower client recovery, healing, and hope.
- Provide context on ethnicity, language, socio-economic, political, and historical aspects, apply their cultural and linguistic expertise and provide cultural and/or religious safety.
- Work in alliance with other staff in co-therapy and co-delivery roles to provide genuine and authentic participation and engagement while facilitating mutual understanding and respect.
- Bring an element of community connection that provides on the ground access to support – community cultural support and religious elders, community leaders and representatives, community organizations and networks etc.

Operational

- Report directly to the MPSW Coordinator. The Coordinator of the MPSWs will be responsible for scheduling appointments for the MPSWs, providing orientation, facilitating training and development, supervision and debrief opportunities as required.
- Work in partnership with all WWG staff.

Coordination and Team processes

- Build and maintain relationship within multidisciplinary teams.
- Participate in internal and external meetings, training and supervision when required.

Customers and Service



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

General Responsibilities of All Staff

- Comply with the World Wellness Group's Code of Conduct, as well as any Code of Conduct of your professional association
- Comply with confidentiality requirements of World Wellness Group, 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 Group's 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

KNOWLEDGE, SKILLS, AND ABILITIES

Applicant requirements

a. Essential

- You can speak, read and write in English and own language(s).
- Knowledge and understanding of health and mental health issues in the multicultural population and the barriers they may face in accessing services.
- Experience working in cross cultural setting in the health, social or communities' sector.
- Ability to draw on own multicultural lived experience of migration, settlement and acculturation to convey empathy and build trust.
- Understanding of cultural explanatory belief about health and mental health.
- Understanding and confidence in supporting client navigating the health care system

b. Desirable

- A diploma in mental health peer work
- Knowledge of relevant community or cultural support networks.
- A current driver's license.



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Documents Required:

- Provide copies of Blue Card and Police clearance certificate
link: <https://www.bluecard.qld.gov.au/applications/applications.html>
- National Police Certificate
link:- <https://www.police.qld.gov.au/corporatedocs/purchase/national-police-certificate/>

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__