

GHR26 POSITION DESCRIPTION

Position title	Peer Coach
Location	WA
Reports to	State Branch Manager and Team leader
Direct Reports	N/a
Primary purpose of the position	• Deliver a variety of GROW's Programs including training, data collection, events and managing infrastructure . • Support the development of an integrated One GROW community and with interregional and intraregional programs and activities • Develop the communities (geographic and online) and leadership teams • Develop the leadership of Organiser and Recorders through support and mentoring in personal leadership development and the Grow Program • Support the developing of a caring and sharing community within GROW and with the GROW participants. • Teams - Staff Team

ABOUT GROW

GROW is a national community-driven organisation specialising in mental health peer-to-peer support developed from the lived experience of recovery. Our programs are designed for people to take back control of their lives, overcome obstacles and start living a life full of meaning, hope and optimism. GROW offers the opportunity for people to share challenges and solutions for recovery in a supportive and structured way within the context of a caring, sharing community.

Our Vision

GROW is widely recognised as the premier provider of intentional peer to peer support to promote hope, mutual help and recovery for good mental health for people throughout Australia.

GROW Mission

We enable people and communities to grow, recover and maintain good mental health.

Our Values

Personal responsibility, Personal value, Friendship, Mutual help and Community.

KEY ACCOUNTABILITIES	RESPONSIBILITIES
Service/Program delivery responsibilities	• Facilitation and delivery of Grow's Reconnect Program . • Manage a caseload of participants receiving CPS supports • Deliver individual sessions providing recovery-oriented, strengths-based psychosocial support • Work collaboratively with participants to develop and review recovery goals and support plans • Support participants to build independence, social connection, daily living skills, and community participation • Assist participants to connect with housing, health, employment, education, and other community services

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	• Co-facilitate groups, activities, and community-based recovery programs • Build and maintain relationships with local services, stakeholders, and referral partners • Participate in outreach activities and promote GROW programs within the community • Support staff development, reflective practice, and team collaboration • Maintain accurate case notes, participant records, data collection, and reporting requirements • Ensure services are delivered in line with CPS guidelines, organisational policies, and quality standards • Ensure activity data collected is accurate and recorded in both internal and external databases. • Ability to work independently while supporting a collaborative team environment
Relationship Management	• Liaise with broader community through purposeful outreach, involvement in network groups, and participation in public events to promote GROW's Programs, with approval from management.
Compliance and Quality	• Ensure activity data is accurate, collected and submitted in a timely way to funders and Grow Teams . • Ensure all policies and procedure are implemented. • Ensure all GROW leaders are educated in policies, procedures, and responsibilities. • Actively participate in and contribute to workplace quality improvement activities. • Receive complaints from participants and work with the appropriate teams to resolve. • Comply with all relevant legislation, regulations and policies and procedures, including Code of Conduct and workplace health and safety standards. • Work within delegations of position. • Maintain confidentiality of information pertaining to all participants and GROW. • Demonstrate high standards of personal and professional behaviour.
Safety	• Champion the importance of every person's physical, mental & emotional well-being; hold others accountable to this ethos. • Lead by example, in the management of work and personal life. · • Manage personal health to ensure fitness for work.

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About You To be successful in this position you will have: (Selection Criteria)

	Required	Highly desirable
Qualifications	- Qualification in Mental Health, Community Services, Peer Work, Social Work, Psychology, or a related field (or equivalent experience) - National Police Check - Current Driver's Licence. - Current First Aid Certificate. - Evidence of Australian citizenship or current working visa. - Working with Children.	Knowledge and experience from previous roles and/or study with a combination of experience, expertise and competence.
Experience	- Demonstrated ability to work independently, planning managing and delivering services using good time management. - Work to, and achieve, Team and Individual Key Performance Indicators and Deliverables, as guided by our funding contract. - Experience in the development of working relationships and active networks with other providers and funders and key stakeholders. - Intermediate skills in Microsoft Office Suite and demonstrated ability to learn other computer programs as required.	- Experience working in community mental health, psychosocial support, peer work, or related services - Demonstrated high level of verbal, written and interpersonal communication skills. - Experience in the maintenance of good working relationships with other providers and funders and key stakeholders. - Experience in facilitating small groups
Knowledge	- Demonstrated strong knowledge and experience of recovery orientated mental health services - Demonstrated ability to manage time effectively and carry tasks through to completion.	Demonstrated understanding of continuous quality improvement.
Skills	- Demonstrated ability to use your lived experience with mental illness or other life challenges in your approach to your role and interaction with staff and Grow participants. - Ability to work autonomously to achieve funding contract Key Performance Indicators and deliverables.	Experience in using digital tools for document management and program delivery

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Core Competencies from GROW Competency Framework – these competencies are required to be met as part of this role.

Leadership	• Demonstrates initiative and enterprise and supports others to work more effectively • Takes responsibility for work outcomes and assists others to understand roles and responsibilities • Recognises differences of opinion and works toward the resolution of team conflict
Service/Program Excellence	• Ensures clear understanding of required work, fulfils program and project responsibilities, and achieves performance targets • Contributes to team plans and support teamwork to strategic objectives • Seeks ways to improve outcomes for clients as consistent with GROW's Vision, Mission, and Values
Professionalism	• Demonstrates initiative and enterprise and supports others to work more effectively • Considers one's actions and behaviours and the effect they have on others within the workplace. • Demonstrates integrity and is a trusted individual. • Adheres to core values that are in alignment with that of GROW's

It should be noted that Position Descriptions are under constant review and may be changed at any time.

EMPLOYEE DECLARATION

I have read the requirements and responsibilities outlined in this position description, GROW's Collective's Code of Conduct and Employment Terms and Conditions and agree to meet and adhere to these and have my performance monitored and evaluated in relation to my performance in the role as detailed throughout this document.

I accept my performance will be measured through the agreed objectives and key performance indicators set with my manager each year and reviewed in accordance with GROW's performance management policies, guidelines and processes.

I acknowledge that this appointment requires a satisfactory Police check on commencement and at any time during employment on request.

Applicant/ Employee Name	Signature	Date