Position Description

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<th>Position Title:</th>
<th>Peer Support Volunteer</th>
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<td>Hours of work:</td>
<td>4 hours per week (minimum) within PANDA’s current operating hours (Monday to Friday 9am-7:30pm AEST/AEDT – hours may change/increase subject to funding.</td>
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<td>Commitment:</td>
<td>Minimum of 12 months commitment to volunteer role</td>
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<td>Position Location:</td>
<td>PANDA’s North Fitzroy Office and any other location as required</td>
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<td>Position Statement:</td>
<td>PANDA’s National Helpline is the only national phone-based specialist perinatal mental health provider funded by the Commonwealth Department of Health. It offers a range of free and accessible telephone inbound and outbound service that includes intake/needs assessment, brief intervention, counselling, crisis intervention, service navigation, and advocacy/care coordination. PANDA’s National Helpline has a dual workforce of peer support and clinical/professional counsellors that work collaboratively in provision of these services. The Peer Support Volunteers use their lived experience in perinatal mental illness and recovery to provide support to expecting and new parents experiencing mild to moderate emotional, mental health and transition to parenthood difficulties.</td>
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<td>Reports to:</td>
<td>In shift supervisor</td>
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<td>Collaborates with:</td>
<td>Work closely with counsellors (from both the Peer Support and Clinical Programs)</td>
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Key Responsibilities

- Actively support PANDA’s purpose, value, service promise and strategic vision
- Provision of peer support as part of the provision of services in the National Perinatal Mental Health Helpline. This includes the following main domains:

  - **Counselling and Support**
    - Conduct inbound and outbound initial and follow up calls from a peer support lens to expecting and new parents presenting with transitional difficulties or parenting and/or mild symptoms of anxiety and depression. This involves providing education about perinatal mental health, use of therapeutic modalities (ie. Problem solving, behavioural activation, motivational interviewing, person centred exploration), engaging callers in wellbeing planning, and monitoring and assessment using PANDA’s BioPsychoSocial and Risk Assessment frameworks.
    - Provide peer support services via other avenues such as online forums and mobile applications as they arise

  - **Service navigation to maximise outcomes for recovery**
    - Provide appropriate resources and referral pathways to expecting and new parents that have been identified as requiring this. This would require use of PANDA’s internal referral database and formulating an email that contains this information

  - **Crisis Management**
    - There may be times when an unplanned crisis occurs within a call. This role is expected to engage caller in crisis interventions with close supervision and support from the Supervisor

  - **General**
    - Document and maintain caller records as per PANDA’s policies and processes
    - Participate in broader organisational activities as required and positively and constructively represent the lived experience lens at all opportunities. Some of these may be formally organised via a working group or some are informal through the day to day work.
    - Maximise opportunities to collaborate with peer and clinical counsellors in providing the best possible service to expecting and new parents
    - Support, promote and show sensitivity to diversity in the work place.
## Key Selection Criteria

### Personal Attributes
- A personal lived experience of recovery from perinatal mental illness and ability to openly utilise your personal recovery story to role model hope, choice and self-determination.
- Warm and compassionate with well developed oral and written communication skills
- Self-motivated, reliable and committed with ability to take direction and contribute as a collaborative member of the team

### Qualifications and Experience
- Experience in mental health and/or counselling (in the perinatal and/or otherwise)
- Experience in providing peer support
- Experience in provision of phone or web-based services

### Attendance
- Commitment to attend at least 80% of rostered shifts

### Knowledge and Skills
- Understanding and knowledge of the emotional, transitional and mental health difficulties experienced by some new and expecting parents.

### Administration
- Strong administrative skills and computer literacy (particularly use of MS Office suite) with strong attention to detail and experience in use of database for data collection

### The shortlisted applicant
Applicants shortlisted to this role will require the following:
- Submission of application and an interview against selection criteria
- Successful completion of PANDA’s 30 hour onboarding training
  - Stage 1: 24 hours in total (specific schedule TBD and communicated prior to interview)
  - Stage 2: 6 hours in total (2 weeks - 1 day a week for 3 hrs each day)
  - ALL training components are mandatory. Trainees must satisfactorily complete all assessment requirements and meet all training competencies prior to being made an offer to join the PANDA Helpline team.

### Why PANDA
- Comprehensive on boarding induction and training
- Accessible to public transport
- Flexible working arrangements
- Inclusive, supportive, friendly and positive team culture
- Access to Professional Development and supervision
- Rich learning environment
- Career Progression
- Access to Employee Assistance Program

### Key Competencies following 6 week on boarding training

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<th>Knowledge and Skills</th>
<th>Demonstrate understanding and knowledge of the emotional and mental health and transition to parenthood challenges of expecting and new parents</th>
<th>Essential</th>
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<td>Demonstrate understanding of peer support and use of appropriate self-disclosure</td>
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<td>Competence in providing counselling and support (including initial and follow up contacts), and service navigation through a peer support lens underpinned by PANDA's practice frameworks of BPS and Risk Assessment</td>
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<td>Demonstrate ability to identify and seek support from Supervisors when required or indicated based on the caller’s presentation</td>
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<td>Demonstrate sound understanding of the PANDA's Helpline Programs and service provision that are aligned with the Stepped Model of care and demonstrate ability to facilitate transfer of care to other PANDA's Helpline Programs as required with support from supervisor</td>
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<td>Demonstrate knowledge and understanding of the principles of empathy, unconditional positive regard and congruence and how counselor values, attitudes and beliefs can impact on the counselling process</td>
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- Competence to in supporting diversity and cultural awareness and competence in service provision with CALD, Aboriginal and/or Torres Strait Islander and LGBTQI+ communities.
- Demonstrate knowledge of the national perinatal and generalist referral pathways
  Demonstrate Knowledge and understanding of the ethos, policies and procedures of PANDA

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<th>Support and Development</th>
<th>Commitment to attend a minimum of three (3) professional development facilitated or identified by PANDA per year. This includes in house trainings, PANDA workshops and reflective practice</th>
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<td>Commitment to attend to team meetings that are important as part of service development</td>
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<td>Demonstrate ability to reflect on practice, access in shift supervision, debriefing and receive constructive feedback about counselling practice</td>
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<td>Awareness of personal vulnerabilities and commitment to access appropriate support as required</td>
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| Administration          | Demonstrate competence in the use of Microsoft Suite and PANDA databases (ie. SRS, Salesforce and other databases)                                                                                     |

The successful applicant
Appointment of the successful applicant to this role following completion of the 6-week training will require the following:
- Referee check
- Criminal history record check
- Must have the right to work in Australia
- Must abide by the PANDA code of conduct, policies and procedure