



PEER EMPLOYMENT RESOURCE KIT

This resource kit is intended to be a step by step guide in creation of Peer Support Worker positions to assist with information on Government wage incentives available to employers, information on Apprenticeships| Traineeships and a guide to accessing assistance from Disability job networks.

Included are download templates in example form as well as Policy & Procedures to aid in the creation of framework for the role.

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Stage1 Resource Kit: EMPLOYER ENGAGEMENT

Potential employers are identified and made aware of possibilities for employing Peer Workers

Peer Workers are people who are employed (paid or volunteers) in the delivery and/or development of services based on their personal lived experience of mental illness and recovery (consumer peer worker) or their experience of supporting family or friends with mental illness (carer peer worker). This project is limited to the employment of consumer peer workers who have lived experience with intellectual disabilities and psycho-social issues.

Potential employers are therefore those organisations that provide services to people with intellectual disabilities and psycho-social issues. Before contacting employer be prepared with what you are wanting to convey Initial Contact with employer is the most important stage of the process, an opportunity to establish connections with key stake holders to express what your trying to achieve and to gauge employer interest. Focus should be on what potential work possibilities can be created and ways to access funding to achieve this.

The following are guidelines that can assist in engaging employers to employ Peer Workers.

1.1 Build list of potential employers of Peer Workers

- *Search online for organisations that deliver and/or develop services for people with intellectual disabilities or psycho-social issues*
- *Compile contact details of most appropriate person/s to speak with. These could be:*
 - *The manage/officer in charge of services to people with intellectual disabilities and psycho-social issues*
 - *Coordinator of Peer Program, if this is already in place*
 - *Closest person in charge of hiring and recruitment*

1.2 Initial contact with employer to gauge interest

- *Before making contact be prepared with the information you wish to share, helpful to create a fact sheet in dot points which you can read from and input information via email in a follow up – See: Employer Engagement Example Fact Sheet Questions 1.2(a)*
- *Call to explain why your calling and what you wish to achieve explain there is funding available to eligible employers to assist with costs and that you can assist with recruitment and framework, aim to secure an email address you can send information too or to speak to a manager to arrange a meeting.*
- *If you did not manage to obtain a direct telephone conversation just an email address promptly create an email including who you are, what you are trying to achieve, what you can offer RE: Funding: Assistance with recruitment & Framework attach information from fact sheet also -See Employer Engagement: Example fact sheet Questions 1.2(a)*
- *If you can secure a meeting to meet face to face lock in times and dates and names, create a calendar invite in your email and invite participants.*

- *Before initial meeting print off information on funding wage subsidy's-See Step 3 Recruitment Wage incentives & Traineeships fact sheet 3.2(r) & Wage Subsidy's information pack for employers 3.2(u)*
- *Mainly highlight amounts on offer and hours needed for employment to achieve the funding. Identify if the organisation have a Peer Work program in place, discuss the organisations needs and wants and goals, offer the employer the opportunity to assist them.*

1.3 Follow-up Actions

- If employer is interested contact disability provider before meet & greet to source potential candidates-See Recruitment Step 3 Engaging Job Networks Fact Sheet 3.2(s)
- Stay in touch with employer to sustain interest through phone calls and emails
- Prepare paperwork to take with you to give to employer at initial meet & greet include funding information on wage incentives on offer.

Stage 2 Resource Kit: Establishing Positions

Potential employers are identified and made aware of possibilities for employing Peer Workers

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Establishing positions is about creating job guidelines, organizing potential interviews, preparation & engagement

The following are guidelines that can assist in Establishing Positions to employ Peer Workers.

2.1 Once a meeting has been organised with employer and a potential vacancy to Create a role has been identified follow these steps

- *Identify organisational needs and job description-See sample job descriptions template in step 3 recruitment, as per managers requirements-See Stage 2 Establishing Positions Questions to ask employer to determine organisational needs fact sheet template 2.1(a)*
- *Once criteria have been established & list for potential job role engage a job network-see step 3 Recruitment Engaging Job Networks Fact Sheet*
 - Job networks can source worker, they can identify workers with experience, qualifications and lived experience, they can assist with navigating Centrelink they assist with drawing up paperwork for wage incentives and negotiating amounts & time frames for payment.*

2.2 Follow-up Actions

- If employer is interested in interviewing potential worker commence engagement with job network and go to step 3 recruitment
- Prepare potential worker mentally and physically for interview

Stage3 Resource Kit: Recruitment

Recruitment process to hiring Peer Workers

Peer Workers are people who are employed (paid or volunteers) in the delivery and/or development of services based on their personal lived experience of mental illness and recovery (consumer peer worker) or their experience of supporting family or friends with mental illness (carer peer worker). This project is limited to the employment of consumer peer workers who have lived experience with intellectual disabilities and psycho-social issues.

Recruitment of Potential Peer Workers can be defined in 3 separate ways:

1. Engaging job networks to assist with the process
2. Advertising externally
3. Policy's & Procedures & Framework

Advertising externally and creating the position from the ground up is more complexed and we would recommend that step 1 engaging jobs networks is more efficient and effective process to achieve the desired outcomes. See Step 3 Recruitment: Engaging Job Networks

The following are guidelines that can assist employers in Recruiting Peer Workers.

3.1 Engage job networks to assist in recruiting or advertise externally

- *Conduct a search online for job networks who deliver recruitment or ask potential worker if they are already connected to one. Job networks have a case load of clients to choose from and offer wage incentives to employers, make contact and explain situation and ask them to compile a list of potential candidates resumes and wage subsidy amounts on offer – See Step 3 Recruitment: Engaging job networks fact sheet 3.2(y)*
- *Once resumes are obtained send to employer to go over make sure to include wage subsidy's on offer and hours needed to achieve the wage incentive - See Wage Incentive & Traineeship fact sheet 3.2(x) & Wage incentives information pack for employers fact sheet 3.2(a.a)*
- *If no job network is to be involved in the process then no wage incentive can be accessed and recruitment should be done online via websites such as SEEK, Indeed, Jora (Job Services Australia) or Ethical Jobs etc. You will need to create a job advertisement. See step 3 Recruitment Job Advertisements Templates 3.2(a), 3.2(b) & 3.2(c)*
- *Once employer has chosen potential people to interview arrange face to Face interview with employer & potential worker and if applicable the job network can attend for support*

- *Once potential employee has been sourced prepare the potential candidate with a up to date resume (Job Networks can assist with this as part of the service they offer)*
- *If needed job networks can assist with funding for work clothes and give interview skills training to potential employee.*
- *If position is identified and employment is offered liaise with employer employee and job network to identify what the employee will need to commence employment .Identify any further training needed ,if appropriate discuss with employer & employee what reasonable adjustments may be needed to assist employee transitioning into employment, include employee as much as possible in the process.*
- *It can be pre-arranged with job network that they send a buddy with the Peer Worker for the first few days so they don't feel isolated and have support ,this will be up to the potential worker as well as they may not feel comfortable with it and also at the employers discretion.*

3.2 Assisting with creating Policies, Procedures & Framework

Create the following policy & procedures within this stage 3 Recruitment

- *Job Advertisements Templates 3.2(a) Peer Support Worker Mental Health Job advertisement template 3.2(b) Mental Health Trauma Peer Worker Role Job Advertisement Template & 3.2(c) Intellectual Disability Peer Support Worker Job Advertisement template)*
- *3.2(d) Reference Check Template*
- *3.2 (e) Telephone Screening Template*
- *3.2(f) Termination of your Employment Template*
- *3.2(g) Position description Peer Support Worker Template*
- *3.2(h) Notice to Unsuccessful Applicants Template*
- *3.2(i) Duty Statement Intellectual Disability Peer Worker Template*
- *3.2(j) Duty Statement Mental Health Peer Worker template*
- *3.2(k) Contract Peer Support Worker Template*
- *3.2(l) Policy & Procedures Employee wellbeing (3.2 l1&l2)*
- *3.2(m) Policy & Procedures Equal employment opportunity (3.2 m1 & m2)*
- *3.2(n) Policy & Procedures Advocacy (3.2 n1 & n2)*
- *3.2(o)Policy & Procedures Alcohol & Other drugs (3.2 o1 & o2)*
- *3.2(p)Policy & Procedures Rights of a person with a Disability (3.2p1&p2)*
- *3.2(q) Policy & Procedures Employee discipline & termination (3.2 q1 &q2)*
- *3.2(r) Policy & Procedures Employee recruitment and selection (3.2 r1 & r2)*
- *3.2(s) Policy & Procedures Duty of care (3.2 s1& s2)*
- *3.2(t) Policy & Procedures Bullying & harassment (3.2 t1 & t2)*
- *3.2(u) Proposal Letter*
- *3.2 (v) Interview Framework Questions Based on Values not Competency's for Peer Support Workers*
- *3.2 (w) Warning Letter*
- *3.2 (x) Wage Incentives & Traineeships Fact sheet*
- *3.2(y) Engaging Job Networks Fact sheet*
- *3.2(z) Exit Survey Template*
- *3.2(a.a) Wage Subsidy's information pack for employers*

1.3 Follow-up Actions

- Source potential employee through job network provider or external advertising
- Arrange interviews
- Prepare potential employee
- Organize wage subsidy's with job network if appropriate
- Assist employer with policies and procedures framework if required
- Assist employee into employment
- See stage 4 Retention

Stage 4 Resource Kit: Staff Retention

Retaining Peer Workers in the workforce

Peer Workers are people who are employed (paid or volunteers) in the delivery and/or development of services based on their personal lived experience of mental illness and recovery (consumer peer worker) or their experience of supporting family or friends with mental illness (carer peer worker). This project is limited to the employment of consumer peer workers who have lived experience with intellectual disabilities and psycho-social issues.

Retention of Peer Workers can be defined in 3 separate ways:

1. Education of existing workers in the workplace and debunking stigma & fear and changing workplace culture in the beliefs of lived Experience in the workplace
2. Supporting Peer Workers in the workplace
3. Reasonable adjustments

The following are guidelines that can assist employers in Recruiting Peer Workers.

4.1 Identify Training needed for organisation access internal procedures if available

- *Identify and discuss organisational needs regarding training for existing employees investigate if policy and procedure and training already exist if not assist organisation in creating training packages -see example training packages template 4.1 (a)*

4.2 Supporting Peer Workers in the workplace

- *Identify support that would benefit the Peer Worker and the organization to assist with feelings of isolation and to encourage support and retention -See example WRAP Care Plan fact sheet template here 4.2(a). Assist employer if warranted in organising and creating wrap around recovery plan to support Peer Worker in their role.*

4.3 Reasonable adjustments

- *Keep in mind due to Peer workers history reasonable adjustments should be put in place to assist with transitioning into work.*

4.4 Peer Support workers Access & inclusion

- *Peer Support workers Access & inclusion in the workplace and how it Benefits your business Fact Sheet Template for employers 4.4(a)*

4.5 Follow-up Actions

- Create training packages if identified by employer as beneficial
- Discuss with employer what kind of support they have in place for Peer Workers within their organization
- Discuss with employer the importance of reasonable adjustments in the workplace to assist Peer Working in transitioning into their new position

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