



Position Description

Position title

Peer Education and Support Program Team Member

Program area

Consumer Programs and Capacity Building
Peer Education and Support Program (PESP)

Reporting to

PESP Team Leader

Location

Council to Homeless Persons
2 Stanley Street, Collingwood, Victoria

EFT

Fixed Term of maximum tenure of 24 months, subject to probation during the induction period

Post PESP tenure: willing volunteers may still be actively involved and contribute to the organisation through the PESP Graduate program, by negotiation with Team Leader.

Classification

Volunteer

Date of appointment

20 February 2018



Peer Education and Support program (PESP)

PESP is the consumer participation program of the Council to Homeless Persons (CHP). The PESP team works with CHP, the specialist homelessness sector, community and all levels of government to end homelessness. All PESP members have a lived experience of homelessness, which informs their work in community education, policy and program development and sector training and development.

Prerequisites to joining PESP

- Experience of homelessness and accessing assistance from a homelessness service.
- No educational, vocational or employment history is required, however PESP recruits must have basic literacy and ability to understand general concepts.
- PESP recruits will receive ongoing training in all tasks outlined in this Position Description.

Position Objectives

- Participate in PESP initiatives and forums as they emerge
- Promote consumer participation and consumer rights to the homelessness service sector (HSS,) mainstream allied sectors and all levels of government
- Support development and implementation of consumer participation in the homelessness and related sectors and all levels of government
- Educate the community about the lived experience of homelessness to challenge myths and assumptions
- Provide input into homelessness and related policies
- Draw on personal experience of homelessness and accessing services to provide consumer perspective on service system improvement
- Operate within Volunteering Australia National principles

General responsibilities

- engage in professional and ethical conduct at all times
- operate within the organisations policy and practice guidelines

The minimum requirement of PESP Volunteers will be between 6 hours one day per week during the 8 week induction period. Induction training will be provided both internally at CHP and externally. The induction training is a probationary period for PESP Volunteers.



After the initial training period of one day per week for 8 weeks, times will vary in accordance with requests and opportunities. Variable hours will be negotiated between the PESP Volunteer and the PESP Team Leader.

Specific tasks

Public speaking

- Speak about the experiences of homelessness and the solutions to end homelessness within a wide range of formats and forums.
- Speak about the value of consumer participation and strategies to implement quality programs

Consumer consultation/collaboration

- Participate in meetings, forums and workshops as negotiated with the PESP Team Leader
- Facilitate peer focus groups, conduct peer surveys and peer interviews
- Provide services with consumer advice, feedback and input into service reviews, evaluations, policy and procedure and development of resources.

Consultation and collaboration with key stakeholders

- Advise funded services, Office of Housing, Department of Health and Human Services, all levels of government and other relevant groups and individuals on consumer perspectives and needs and assist in developing strategies to further consumer participation/input within the Specialist Homelessness Service Sector.

Internal CHP activities

- Assist in the recruitment of CHP staff including participating on interview panels.
- Provide input into CHP policy and submissions
- Participate in program and strategic planning
- Contribute to PESP Parity articles
- Assist with planning for events and forums



Provision of training

- Provide input to the development, promotion and delivery of consumer and peer training (both services and consumers) and other interested groups as requested, based on a rights based framework.
- Assist in delivery of sector development training and homelessness awareness training for the community
- Other activities as negotiated.

Organisational relationships and accountability

- The PESP Volunteer reports directly to the PESP Team Leader. The PESP Team Leader provides oversight and management of all PESP volunteers and reports directly to the Consumer Programs Manager, who in turn, is directly accountable to the CEO.

Experience and personal attributes

Compulsory

- Experience of homelessness and contact with homeless services and/or other homelessness government/non-government funded programs
- Willingness to speak publicly about the experience of homelessness
- Ability and desire to work closely within a team requiring co-operation, inclusiveness, effective listening skills and respect for diversity
- Commitment to participate in accordance with CHP's policies and procedures, the Department of Health and Human Services Standards, Volunteering Australia National Principles and relevant legislation.

Key selection criteria

All applicants must meet all personal attributes criteria (as above) and have:

- Good verbal communication skills and ability to engage with a wide range of people
- Demonstrated understanding of the needs and interests of people affected by homelessness
- Demonstrated reliability, flexibility and commitment to negotiated activities
- Demonstrated commitment to the well-being of others, willingness to listen and respond without judgment, blame or bias
- Demonstrated commitment to people's rights and responsibilities
- Willingness to travel



- An understanding and commitment to the principles of confidentiality and privacy
- A desire to work co-operatively and collaboratively in partnerships with a range of stakeholders including the government and services to achieve positive outcomes.

Remuneration

PESP volunteers who undertake PESP activities are paid a reimbursement of \$60 (in the form of a voucher) per day to cover out-of-pocket expenses. If a PESP member requires childcare to undertake PESP activities they receive an additional \$20 cash payment per day. Reimbursements are only provided after the day's activities have been completed.

Police and working with children checks

It is a mandatory requirement of the Council to Homeless Persons funding body that all employees and volunteers engaged in human services undertake a Working with Children and Police Records Check.

This will be considered in strict confidence by the Consumer Programs and Capacity Building Manager and PESP Team Leader and returned to volunteer within a week of receipt. It should be noted that a volunteer applicant is not automatically precluded from a placement on the basis of having a police record.

Successful applicants will be provided with a PESP Induction Kit.



Applications

Applicants are requested to write a response to the PESP Volunteer position description by filling out [this form](#). Applicants should also nominate two referees. It is not necessary to respond in detail to the selection criteria but responses should clearly indicate an understanding of the position and a commitment to participate for the period of contract.

Applications close **Wednesday 17 January 2018 at 4pm**.

Applications can be mailed or sent electronically.

Applications to be addressed to:

Cassandra Bawden

PESP Team Leader

Consumer Programs

0407 993 540

2 Stanley Street, Collingwood 3066

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